



# Total Nederland – Dealersite Project

## Requirement Specification

**October, 2006**



## Table of Contents

<u>INTRODUCTION.....</u>	<u>3</u>
<u>1.CHARACTERISTICS: .....</u>	<u>4</u>
<u>2.SCOPE: .....</u>	<u>5</u>
<u>3.REQUIREMENTS.....</u>	<u>7</u>

## Introduction

The purpose of this document is to communicate the main characteristics and established requirements for the project “**Total Nederland Dealersite**”. All the information is based on the functional and design specifications portrayed in the received document (*Briefing Total Nederland.doc*), and on the analysis that was done in the work sessions.

Every project must have a written list of recognized requirements, because it provides the reference to establish the baseline for the development of functionalities and final products of the identified scope. The activities are adjusted to this list of requirements that will be in constant revision by the people involved in the solution. Moreover, the information presented must manage, control and document any change during the project execution.

This document is divided into three areas or sections:

- **Solution Characteristics:** This section indicates the capacities and general facilities that are considered to be offered in the final product.
- **Solution Scope:** This section refers to the planning of activities and the product or service that will be obtained once the project ends.
- **Requirements Specification:** This section informs, shares and formalizes the requirements for the desirable solution. The final products and the programmed activities will be based on these specifications.



### 1. Characteristics:

The “**Total Nederland Dealersite**” project covers the implantation of a web site for Total Nederland, with the purpose of being able to count on technological means of communication with its suppliers.

The general characteristics are:

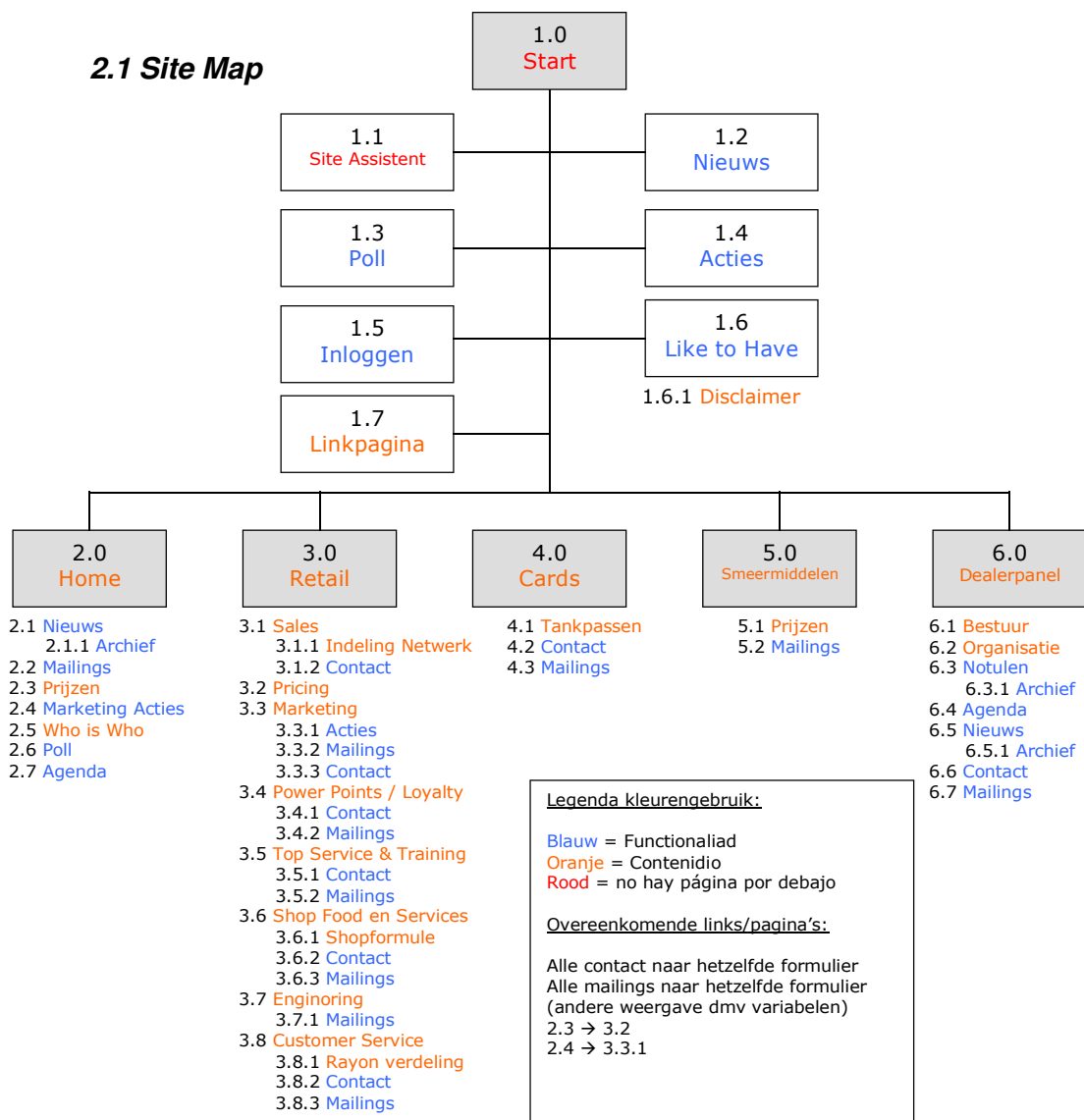
- Development with Net2Client platform and Web Interactive Builder
- Multi-Browser support, the web site must be compatible with Microsoft Internet Explorer 5.5 or greater versions and Mozilla Firefox **version??**.
- BackOffice functionalities are included. They will be developed in Net2Client V 4.2 platform, to have a dynamic content administration and customer relationship management.
- Structured and Consistent Logic Design Architecture, which allows navigation through different modules.
- User Administration to have access control of the dealers.
- All images, content and graphic design is provided by Total Nederland.

## 2. Scope:

Project scope is defined in three large areas:

- **Form:**
  - Web site design, which is based on design standards and Total corporative image that will be provided by the client.
  - Web site structure will be offered with the content and options, as viewed in the site map in the figure:

### 2.1 Site Map



- **Functionality:**
  - Web site facilities that support the daily work of interrelations with the suppliers of the company. These facilities are detailed in the section ***4.- Requirements.***
  - Site Content Administration Facilities, provided by WiB 3.
  - Site Access Control. There will be a General Information Page (Start) and then, after entering a login and a password there will be a Detailed Information Page.
  
- **Platform**
  - Web Interactive Builder version 3
  - Net2Client version 4.3
  - Hosting: in HSCG
  - PHP, JavaScript, CSS, AJAX
  - DataBase – MySQL

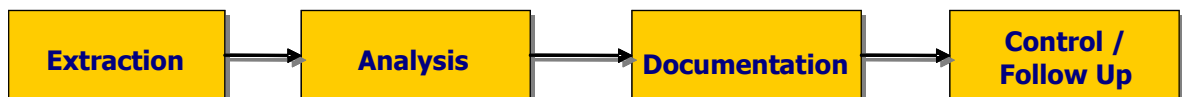
### 3. Requirements

In this section, all specified and analysed requirements are described, including our understanding and recommendations to start the implantation of Total Dealersite.

There are four kinds of requirements:

- **General Requirements:** These requirements globally specify the context, to help the solution development.
- **Functional Requirements:** These requirements stand for capabilities that the final product must have.
- **Technical Requirements:** These requirements indicate the desired and required technical characteristics at the infrastructure level, networks, servers, and personal computers that are fundamental to the solution implantation and development.
- **Information Requirements:** These requirements specify the activities that are necessary to achieve the established requirements, specified in the project scope. They are considered as input to properly define the general, functional and technical requirements.

The requirement definition process involves the following activities:



#### 4.1 Requirement Specification

A detailed description of each identified requirement will be given at this point. The following requirements form the base of the activities of analysis, design, development and implantation of the **Total Nederland Dealersite** solution. Each of these requirements are indicated in the Requirements Table so that they can be followed up.

- **Requirement: G-Total-01**

Web design optimized to 1024px wide resolution. So the work area will be 1000px.

**Requirement Description:**

A 1024 x 768 resolution will be considered for the web site design. A left alignment will also be used. There will be no scrolling.

- **Requirement: G-Total-02**

The design of the main screen will be based on a three column template.

**Requirement Description:**

The main screen of the web site will be divided into three columns. The left column will contain the options menu, the center column will display the content and applications and the right column will display the news board.

- **Requirement: G-Total-03**

The design of the inner navigation pages will be based on a two column template.

**Requirement Description:**

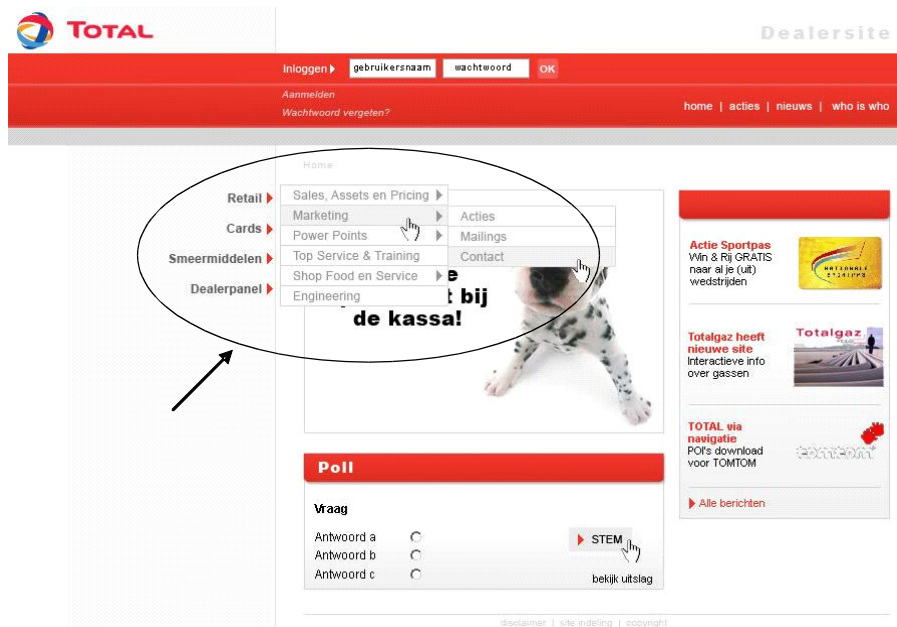
These inner navigation pages will be divided into two columns. The left column will contain the options menu and the column in the center will display the content and applications.

- **Requirement: G-Total-04**

Three-level Vertical menu.

**Requirement Description:**

A three-level menu will offer the different site option links to Total suppliers, once they have logged in the system. It will be placed on the left side of the screen and it will expand its contents to the right.

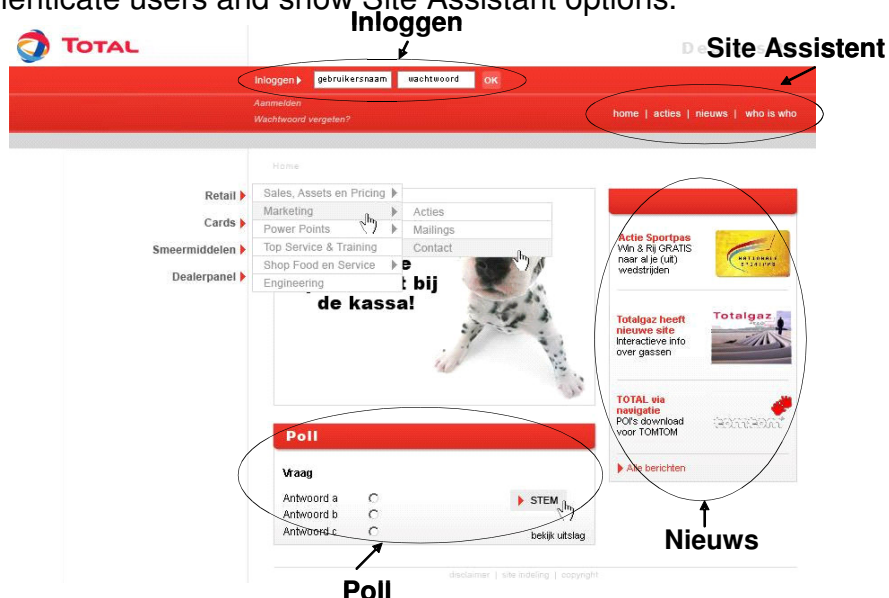


- **Requirement: G-Total-05**

“Start” page design, for general information and user authentication.

**Requirement Description:**

For the presentation page (Start), a three column design has been established, for options, content and news. A header will be used to authenticate users and show Site Assistant options.



- ✓ **Site Assistant:**
  - Home (Application and Content)
  - Acties (Application)
  - Nieuws (Application)
  - Who is who (Content)
- ✓ **Inloggen:**
  - Login
  - Password
- ✓ **News**
  - It will show the last three news item.
  - Each item has: Title, Short Description, Image and a link to the detailed view of the new.
  - This section must offer the possibility to visualize news history of articles that have been published, with the link: “*alle berichten*”
- ✓ **Poll**
  - The poll section will be present so the users can express themselves about different issues.
  - The poll section will show the following:
    - Vraag (Question)
    - Antwoorden (Answers)
    - Stem (Vote)
    - Bekijk uitslag (See results)



- ✓ **Bottom Menu:**
  - Disclaimer (Content)
  - Site Indeling (Application)
  - Copyright (Content)
  - **Prijzen (Content)**

- **Requirement: G-Total-06**

“Home” page design. When the user has successfully logged into the system.

**Requirement Description:**

WAITING FOR DETAILED DESCRIPTION

- **Requirement: G-Total-07**

Standard measures of the content and application sections.

**Requirement Description:**

The standard measures for the web site structure and design has been defined as follows:

1. Maximaal

Measures: 31 px x 584 px



2. Middel

Measures: 31 px x 360 px



3. Klein

Measures: 31 px x 213 px



INCOMPLETE DESCRIPTION

- **Requirement: G-Total-08**

General Web Site Design Schema.

**Requirement Description:**

The web site will follow the following general resolutions:

- **Fonts:**
- **Colours:**

- **Images:**
- **Requirement: G-Total-09**

Allowed application languages.

**Requirement Description:**

The web site will be developed to be functional in Dutch.
- **Requirement: G-Total-10**

Feedback to the user in the application.

**Requirement Description:**

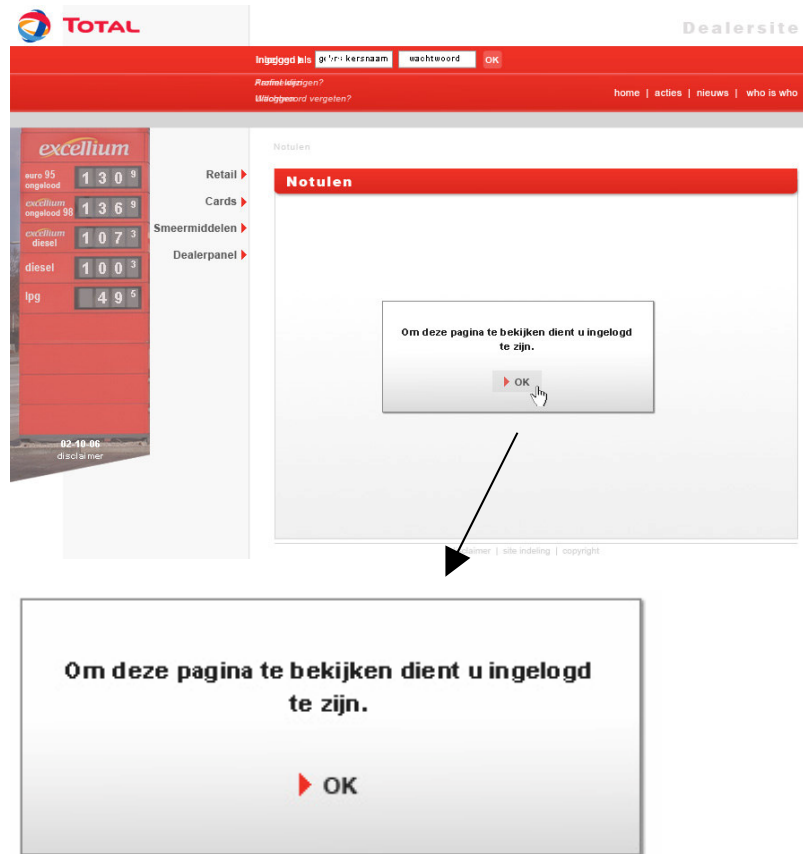
There will be two kinds of feedback to the user:

  - A red message beside the empty mandatory fields in a form. Also when mandatory fields are not fully filled or if they are wrong, another message will appear at the bottom of the form.
  - A white message beside the login fields if the login isn't succesful.
  - A box-message with the feedback and an OK button in all other cases.
- **Requirement: F-Total-01**

The web site must validate whether a page can be seen by the general public or by a user logged in the system.

**Requirement Description:**

For certain pages on the site the solution must validate that the user is recognized by the system to show information. If a user has not logged in and wishes to see any of these pages, a window must warn him to log in.



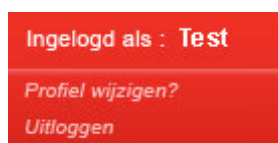
The options specified on the header panel are:

**When the user has not logged in:**

- **Inloggen** (a text field and a password field so the user can log in).
- **Wachtwoord vergeten:** vraag een nieuw wachtwoord aan (Ask for a new password).
- **Aanmelden:** meld je aan voor de dealersite (Register to the system).

**When the user has logged in:**

- **Profiel:** men kan hun profielgegevens wijzigen (see the user profile)
- **Uitloggen:** na inloggen mogelijk om uit te loggen (Logout)



- **Requirement: F-Total-02**

Subscription Management.

**Requirement Description:**

There will be a configurable subscription facility so that a user can login into the system. If a user concludes the subscription process on the web site two events will occur:

1. A message will be displayed on the page as follows: ***Uw aanmelding is verzonden.***
2. An e-mail will be sent confirming the reception of the subscription request. The text of the e-mail will be as follows:

*Beste Total Dealer,*

*Bedankt voor uw aanmelding.*  
*Zodra uw aanmelding is goedgekeurd ontvangt u uw inloggegevens.*

*Met vriendelijke groet,*

*Total Nederland N.V.*

With this functionality, Net2Client application will randomly create the user password (an alphanumeric combination of 8 characters) and it will send it via e-mail.

- **Requirement: F-Total-03**

“Forgotten Password” facility, in case the user forgets his password.

**Requirement Description:**

The web site must include a facility to support the user in case he forgets his password. Clicking this link on the header panel will generate two events:

1. A message will be showed in the web site as follows: ***Uw nieuwe wachtwoord is per mail naar u toegezonden***
2. An e-mail will be sent with a newly generated password. Also, the suppliers record will be updated with this new password. The text of the e-mail will be as follows:

Beste Total Dealer,  
Bij deze ontvangt u uw nieuwe wachtwoord: \*\*\*\*\*  
Met vriendelijke groet,  
Total Nederland N.V.

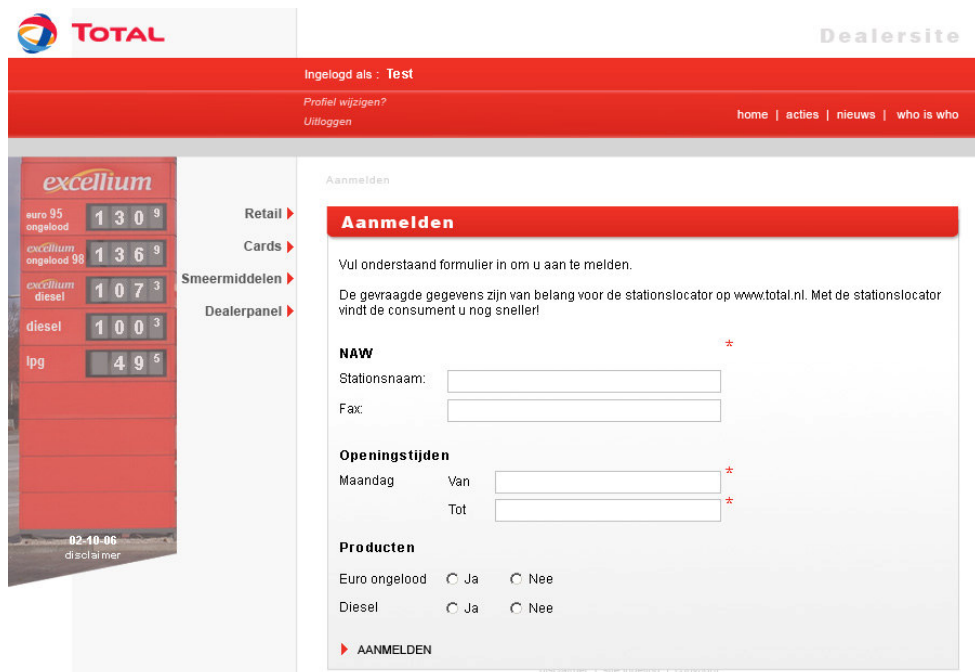
The user will be asked to enter his login, in order to obtain his registered e-mail in the database where the message will be sent.

- Requirement: F-Total-04**

Supplier Subscription Form.

**Requirement Description:**

A Total Nederland's supplier has to have the possibility to request a subscription on the web site. This request is made by filling a subscription form with the pertinent data. All necessary data for the supplier subscription is specified in the Supplier Record (**F-Total-05**).



Subscription Form

Filled subscription form

There will be validation methods so no mandatory fields are empty, as well as logically filled.

- **Requirement: F-Total-05**  
Supplier Records.

**Requirement Description:**

There will be a N2C application to create, query and update the Supplier Records of Total Nederland company. The information included in this record is described in the following table:

Label	Field Type	Mandatory
<b>NAW:</b>		
Stationsnaam: (nombre)	Text	<b>Yes</b>
Adres:	Text	<b>Yes</b>
Postcode:	Text	<b>Yes</b>
Plaatsnaam:	Text	<b>Yes</b>
Email:	Text	<b>Yes</b>
Telefoonnummer:	Text	<b>Yes</b>
Faxnummer:	Text	<b>No</b>
<b>Openingstijden:</b>	(Opening hours)	
Maandag (lunes)	Text	<b>Yes</b>
Dinsdag (martes)	Text	<b>Yes</b>
Woensdag (miercoles)	Text	<b>Yes</b>
Donderdag (jueves)	Text	<b>Yes</b>
Vrijdag (viernes)	Text	<b>Yes</b>
Zaterdag (sábado)	Text	<b>Yes</b>

Zondag (domingo)	Text	<b>Yes</b>
<b>Producten:</b>		
Euro 95 ongelood	Checkbox	<b>No</b>
Super Plus 98 ongelood	Checkbox	<b>No</b>
Total Excellium 98 ongelood	Checkbox	<b>No</b>
Total Diesel ZV	Checkbox	<b>No</b>
Total Excellium Diesel	Checkbox	<b>No</b>
Tractor Gasolie	Checkbox	<b>No</b>
Tractie Gasolie ZV	Checkbox	<b>No</b>
<b>Autogas</b>	<b>Checkbox</b>	<b>No</b>

In this Supplier Record, the supplier login and password (encrypted) will be also kept.

- Requirement: F-Total-06**

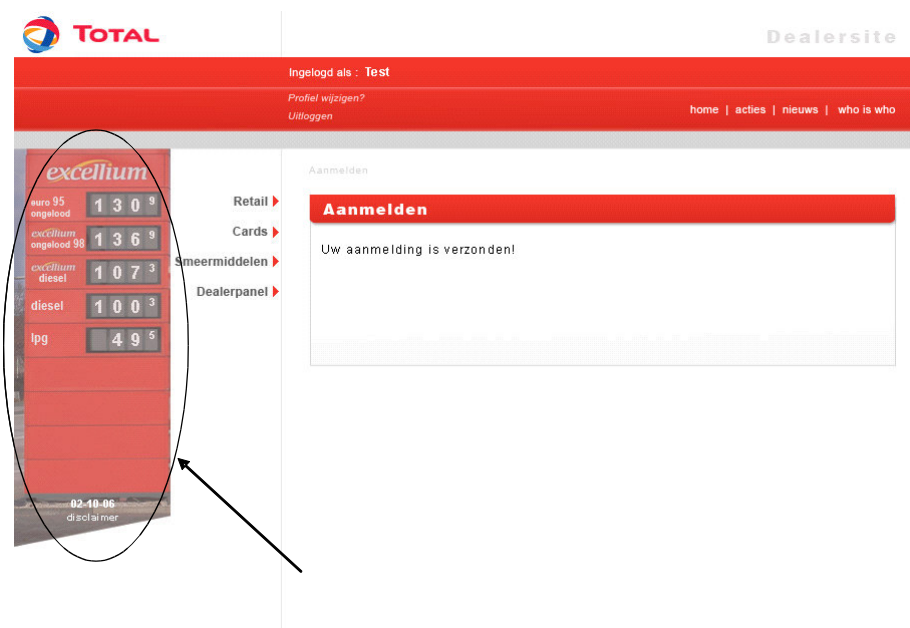
Suggested Selling Price Administration Application.

**Requirement Description:**

An application to manage the suggested selling price of Total products will be implanted. It will give options to insert, query and update product prices.

The suggested prices will be shown in a Price Board at the left side of the web site. (Will prices be different between suppliers? Or will they be generally updated?)

In order to be able to access this information, the user must have logged in.



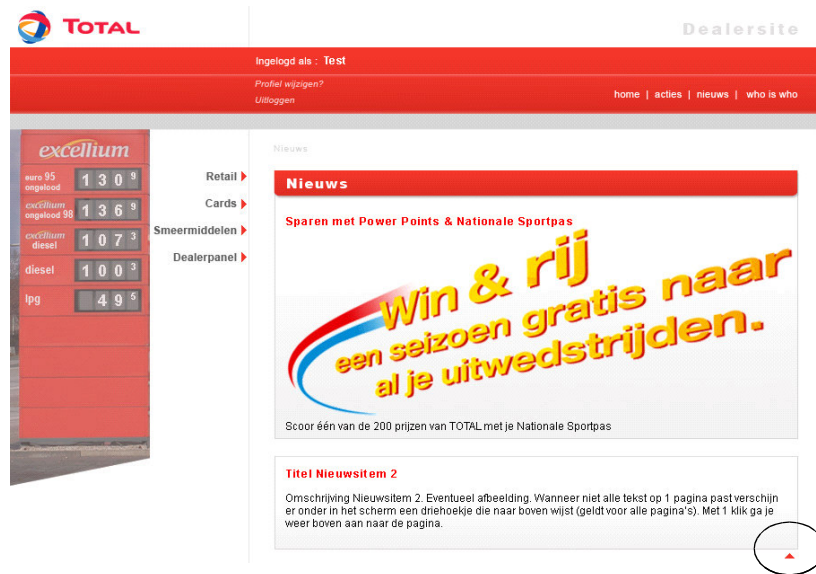
- **Requirement: F-Total-07**  
News Administration module (**Nieuws**).

**Requirement Description:**

A news administration facility will be configured in order to create, update and query news articles that will be published on the web site. A news article will include the following elements: news title, news description, image, category, publishing date and expiring date.

There are four ways to show a news article on the web site:

- ✓ On the main page: display the last three general news items published on the News Board, at the right side of the web site.
- ✓ Clicking on the Site Assistant option **Nieuws** will display a page with the news item (the LAST news item or all news items list?) and an arrow button to show detailed information.



- ✓ **Archief** option, which shows the history of all published news items. These will be classified by category.
- ✓ The *Dealerpanel* section will only show the news that belong to the Dealer category..

- **Requirement: F-Total-08**

Bulk mail Application.

**Requirement Description:**

A bulk mail application will be configured so the user can send bulk mail to the subscribed suppliers. Categories that include the bulk mail application are: Marketing, Power Points, Top Services & Training, Shop Food en Services, Enginoring, Customer Services, Cards, Smeermiddelen and Dealerpanel.

Also, the bulk mail application will offer the facility to consult the history of all mails that have been sent.

**MAKE CLEAR THIS POINT**

ID	Category	Page where it is located
1	Algemeen	<b>Home&gt;Mailings</b>
2	Marketing	<b>Retail&gt;Marketing&gt;Mailings</b>
3	Power Points	<b>Retail&gt;Power Points&gt;Mailings</b>
4	Top Service & Training	<b>Retail&gt;Top Service &amp; Training&gt;Mailings</b>
5	Shop Food en Services	<b>Retail&gt;Shop Food en Services&gt;Mailings</b>
6	Enginoring	<b>Retail&gt;Enginoring&gt;Mailings</b>
7	Customer Service	<b>Retail&gt;Customer Service&gt;Mailings</b>
8	Cards	<b>Retail&gt;Cards&gt;Mailings</b>
9	Smeermiddelen	<b>Retail&gt;Smeermiddelen&gt;Mailings</b>
10	Dealerpanel	<b>Dealerpanel&gt;Mialings</b>
<b>11</b>	<b>Niet gerelateerd</b>	<b>Niet zichtbaar op de site</b>

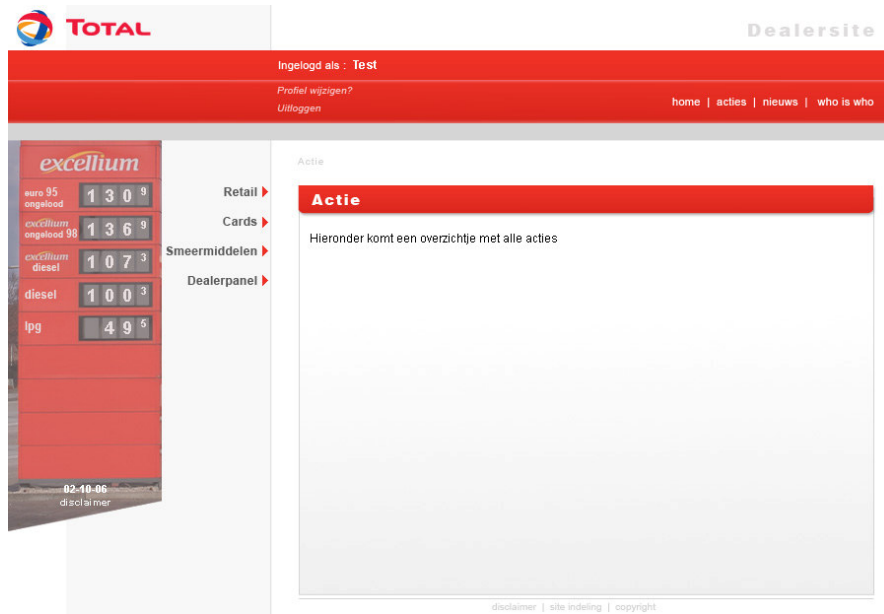
- **Requirement: F-Total-09**

Marketing Actions Administration module.

**Requirement Description:**

**MAKE CLEAR THIS POINT: VIDEO MANAGEMENT?**

The marketing actions will be shown from the newer items to the older ones.



To manage the marketing action items there will be the following fields recorded in the database:

Label	Type	Mandatory
Actienaam (Name)	Text	<b>Yes</b>
Publiceren t/m (Publish until...)	Date	<b>No</b>
Tonen (Show)	Checkbox	<b>Yes</b>
<b>Inhoud (Content)</b>	<b>Text/image/Flash/Film</b>	<b>Yes</b>

- **Requirement: F-Total-10**

Poll Administration module.

**Requirement Description:**

The site will offer the user the possibility to express himself with a poll box, which will be displayed at the home page. An application will manage all operations like inserting new poll questions and answers and publishing them.

This application will display the following:

- Question.
- Answer options. (Are they always three of them?)
- Voting facility (?). (What is the action after clicking on STEM?)
- View Results.

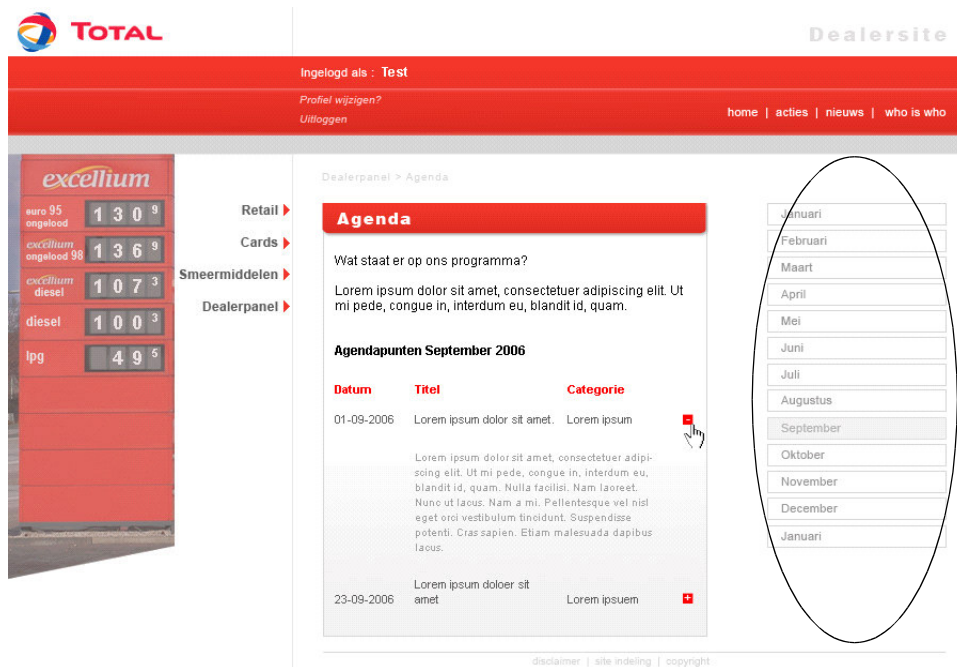


- **Requirement: F-Total-11**

Agenda

**Requirement Description:**

There will be a facility for the user to follow up his activities with an agenda application. This application shows the agenda topics for the current month and it will have the option to see other months agenda. This option will be located in a menu at the right side of the screen, as showed in the figure:



The agenda application will have the following fields:

- Datum (Date)
- Title
- Category
- Description

The first three fields in this list will be shown in the agenda application, and then, clicking on the button “+” **teken te klikken**, details of this agenda topic will be given to the user.

- **Requirement: F-Total-12**

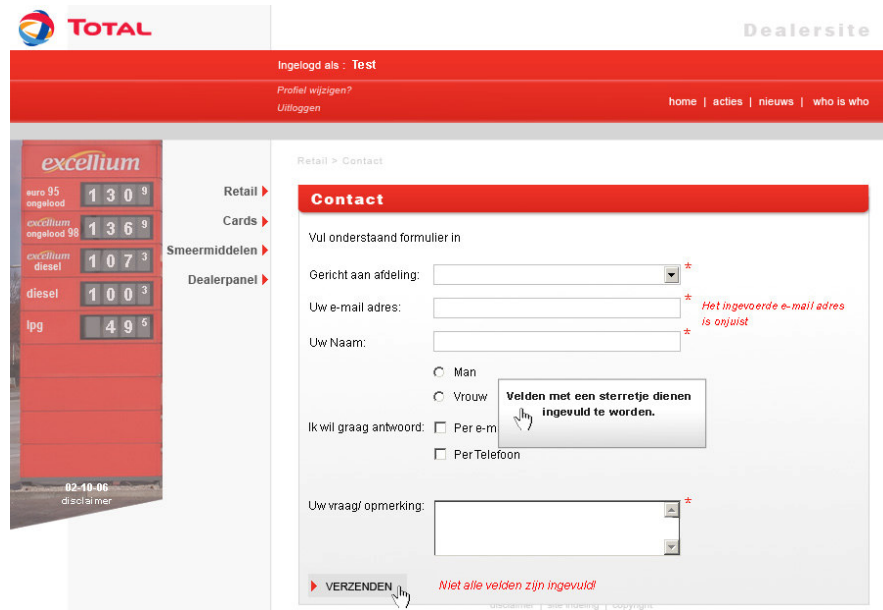
Contact Application.

**Requirement Description:**

A contact form will be available so that the users can ask questions or make comments to the Total Nederland team. A mailbox will receive all contact messages and will offer the facility to answer them. Contact messages will be classified according to the web site area where the message has been sent: Retail, Cards and Dealerpanel. When a contact message is sent, an e-mail must be sent to the person in charge of the department.

When a supplier has entered the web site with his login opens the **Contact** option, e-mail and name fields will be automatically filled since those fields' values can be found in the Supplier Record. **If a contact message is sent by a visitor (a user that has not logged in the system) the e-mail and name fields will not be automatically filled.**

Once the question or comment has been sent, the user will be informed with the following message: *Bedankt voor het invullen van het contactformulier. Uw vraag / opmerking zal indien nodig spoedig worden beantwoord of toegelicht.*



The contact form will include the following fields:

Field	Type	Mandatory
Gericht aan de afdeling: (departemento)	Dropdown menu	<b>Yes</b>
Uw email address:	Text (email)	<b>Yes &amp; validation</b>
Uw naam:	Text	<b>Yes</b>
Voor correcte tenaamstelling graag aangeven: (indicar)	Man – select (man) Vrouw – select (woman)	<b>Yes</b>
Bedrijf:	Text	<b>Yes</b>
Adres:	Text	<b>Yes</b>
Postcode:	Text	<b>Yes</b>
Plaats:	Text	<b>Yes</b>
Telefoonnummer:	Text	<b>No</b>
Faxnummer:	Text	<b>No</b>
Ik wil graag antwoord: (quiero respuesta por:	Per email - select Per telefoon - select	<b>Yes</b>
<b>Uw vraag / opmerking:</b>	<b>Memo</b>	<b>Yes</b>

- Requirement: F-Total-13**

Dealerpanel Agenda.

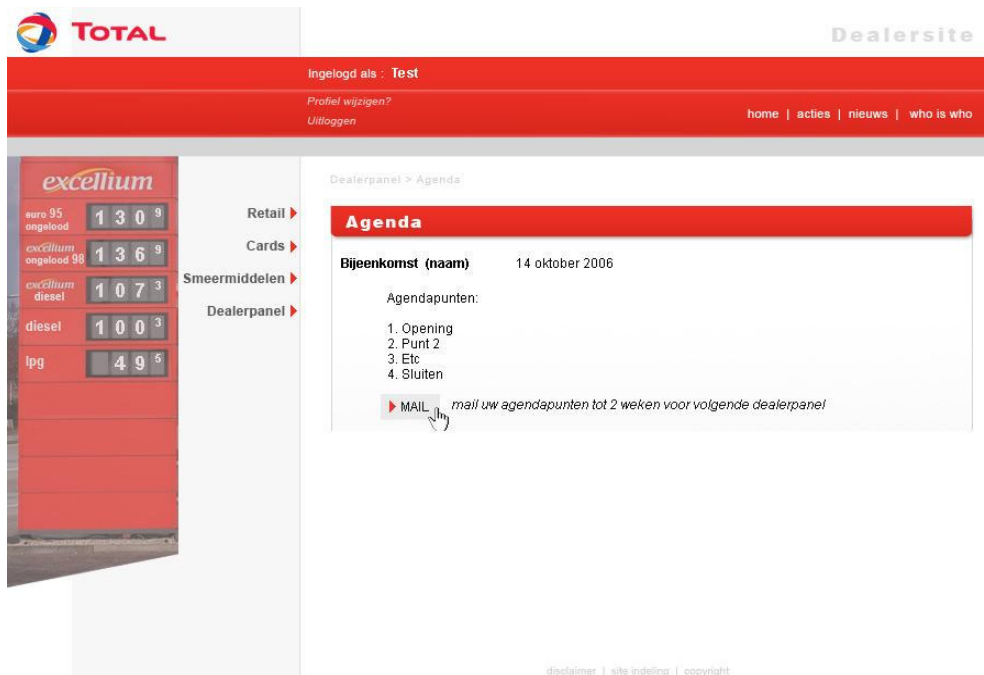
**Requirement Description:**

This application will offer the suppliers the possibility to visualize the agenda topics of the next meeting(s), and to propose new topics.

In the agenda screen, all topics will be shown and a button so the supplier can send an e-mail to suggest additional topics to review in the meeting.

The dealerpanel agenda will include:

- Name: text field / editable in N2C.
- Datum: date field / editable in N2C.
- Agendapunten: text block field / editable in N2C.
- E-mail link: e-mail address editable in N2C, filled automatically from database.



- **Requirement: F-Total-14**

Minutes Application (**Notulen**)

**Requirement Description:**

Document Management Application, with document creation, consulting and updating facilities to publish documents in the web site. The documents identification data will be:

- Soort document (Document type): an icon will specify the document format (.doc, .pdf, .xls, etc)
- Naam document (Document name): the name will be a link to download the document.
- Datum plaatsing (Upload date): the date will be taken automatically from the server date.
- Plaatsen (publish): Checkbox option in the site.

- **Requirement: T-Total-01**

Hosting

**Requirement Description:**

The Total Dealersite will be hosted in HSCG server.

- **Requirement: I-Total-01**

There should be constant communication between the team members so that any doubt can be solved and any information that is needed can be asked for.

- **Requirement: I-Total-02**

All material and required information concerning design, development and solution implantation must be given as soon as possible.