



Total Nederland – Dealersite Project

Requirement Specification

October, 2006



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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:

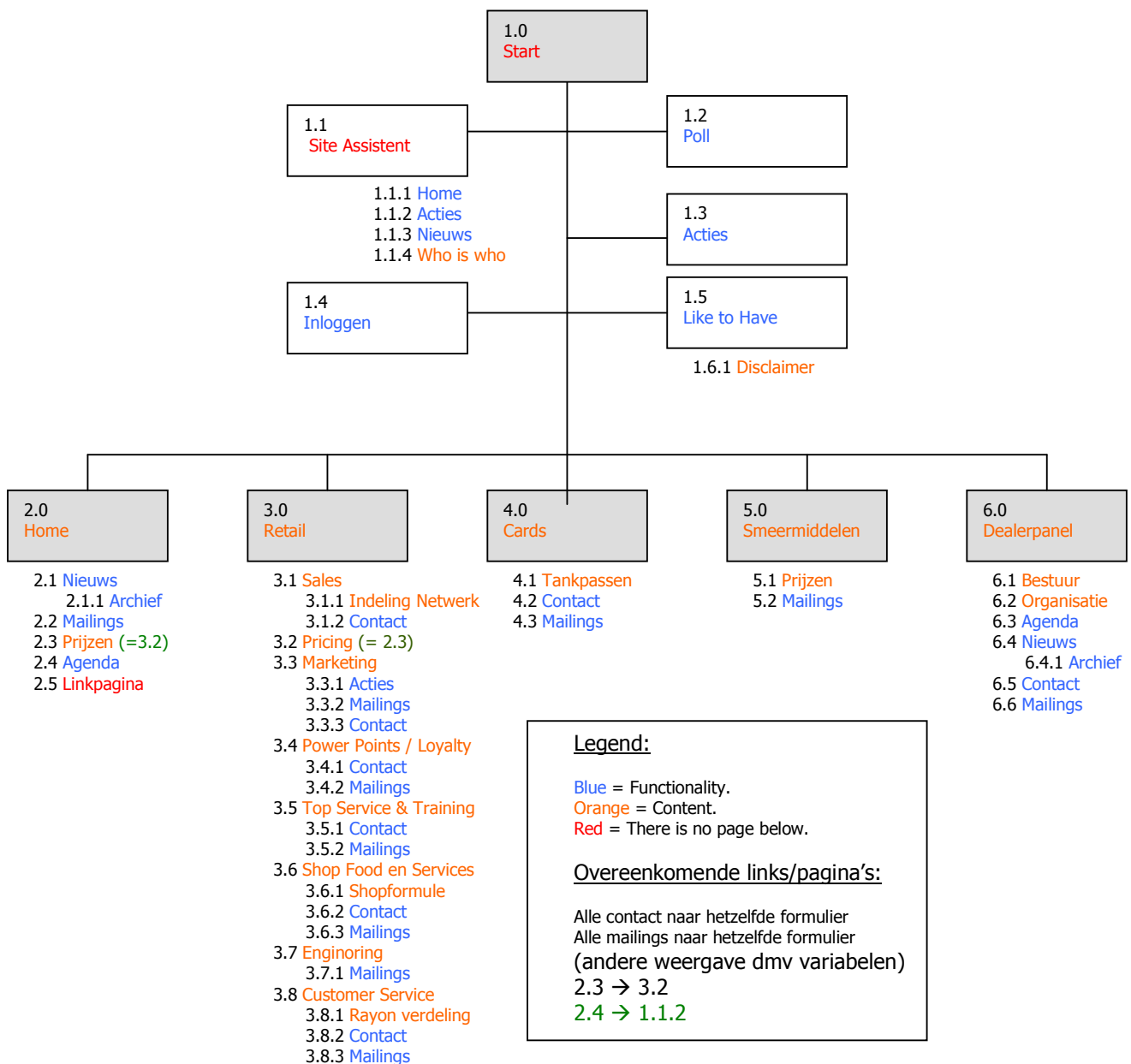
- Development with Net2Client platform and Web Interactive Builder
- Multi-Browser support, the web site must be compatible with Microsoft Internet Explorer 5.5 and 6.0 versions and Mozilla Firefox.
- BackOffice functionalities are included. They will be developed in Net2Client V 4.2 platform, to have 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:



- **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 4.2
 - Hosting: in HSCG
 - PHP, JavaScript, CSS, AJAX
 - DataBase – MySQL

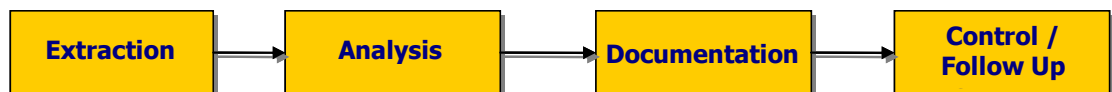
3. Requirements

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.

Requirement Description:

A 1024 x 768 resolution will be considered for the web site design. So the work area will be 900px. A left alignment will also be used. There will be scrolling, because of the fixed height.

- **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. If there is no news item displayed in this page, the empty area will remain as the content in the middle area has fixed width.

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

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

Requirement Description:

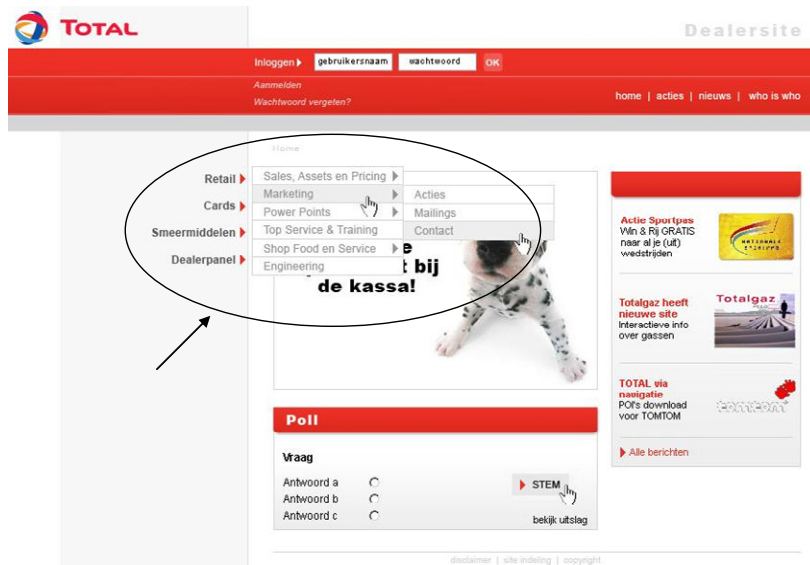
These inner navigation pages will be divided into two columns. The left column will contain the options menu and the column in the center will display the content and applications.

- **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**

Bread-crumbs for the actual page.

Requirement Description:

Each page will display its path within the site map in a *bread-crumbs*.



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

Site Map page.

Requirement Description:

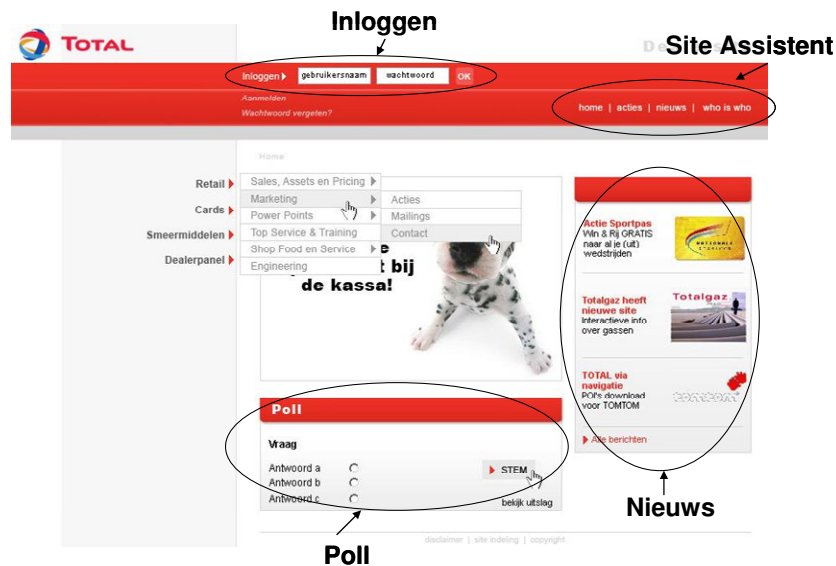
In the bottom menu of the any screen of the web site, there will be a link to show the site map.

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

“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): It will display all published news items with an expiration date greater than the actual date. See “*alle berichten*” link.
- Who is who (Content)

- ✓ **Inloggen:**

- Login
- Password
- Forgotten Password facility
- Subscription Form

✓ **News**

- It will show the last three news item of the category “General”.
- Each item has: Title, Short Description, Image and a link to the detailed view of the new.
- With the link “**alle berichten**” an application will display all published news items with an expiration date greater than the actual date that belong to the category “General”.
- This section must offer the possibility to visualize news history of articles that have been published, with the link: “**archieff**”.

✓ **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 (Site Map Application)
- Copyright (Content)

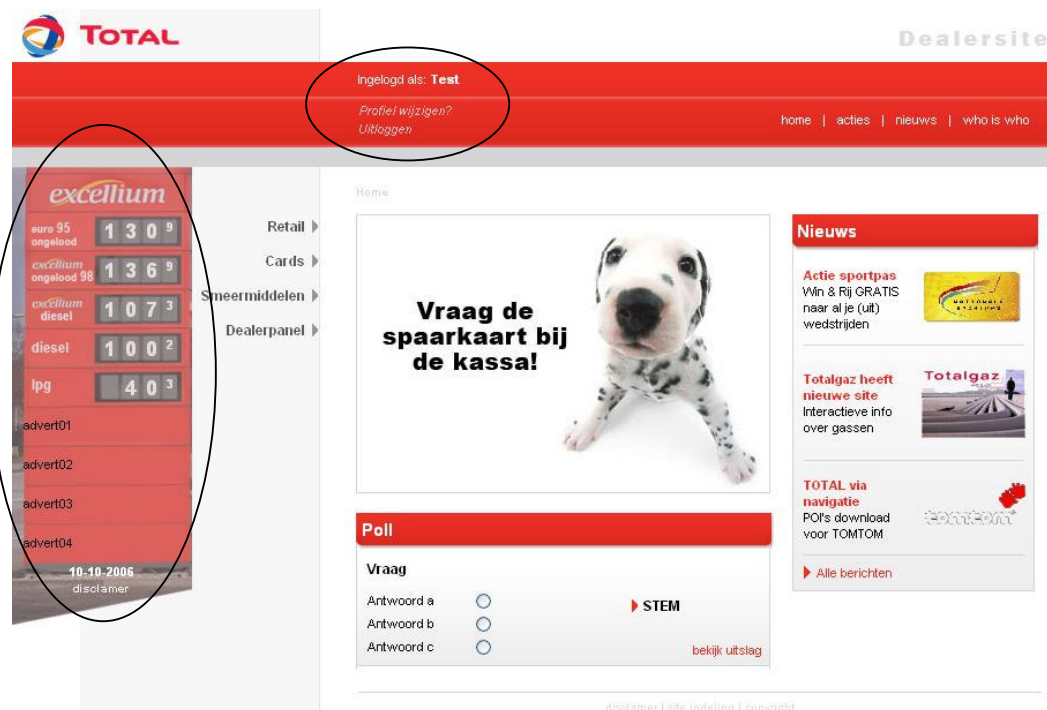
• **Requirement: G-Total-08**

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

Requirement Description:

The Home page differs from the Start page because the header presents the following:

- Message to the user with his name.
- Link to see and change the user profile.
- Logout from the system option.
- The Price Board on the left of the screen.



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

Standard measures of the title bars in the page sections.

Requirement Description:

The standard measures for the title bars have 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



- **Requirement: G-Total-10**

General Web Site Design Rules.

Requirement Description:

The design schema of the web site is specified in the general style sheet that was given by Tierra Network (See Appendix B).

Moreover, all section measures will be obtained from the page templates provided by Tierra Network (See Appendix C).

- **Requirement: G-Total-11**

Allowed application languages.

Requirement Description:

The web site will be developed to be functional only in Dutch.

- **Requirement: G-Total-12**

Feedback to the user in the application.

Requirement Description:

There will be three kinds of feedback to the user:

1. 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.

2. A white message beside the login fields if the login isn't successful.

3. A box-message with the feedback and an OK button in all other cases.

Om deze pagina te bekijken dient u ingelogd te zijn.

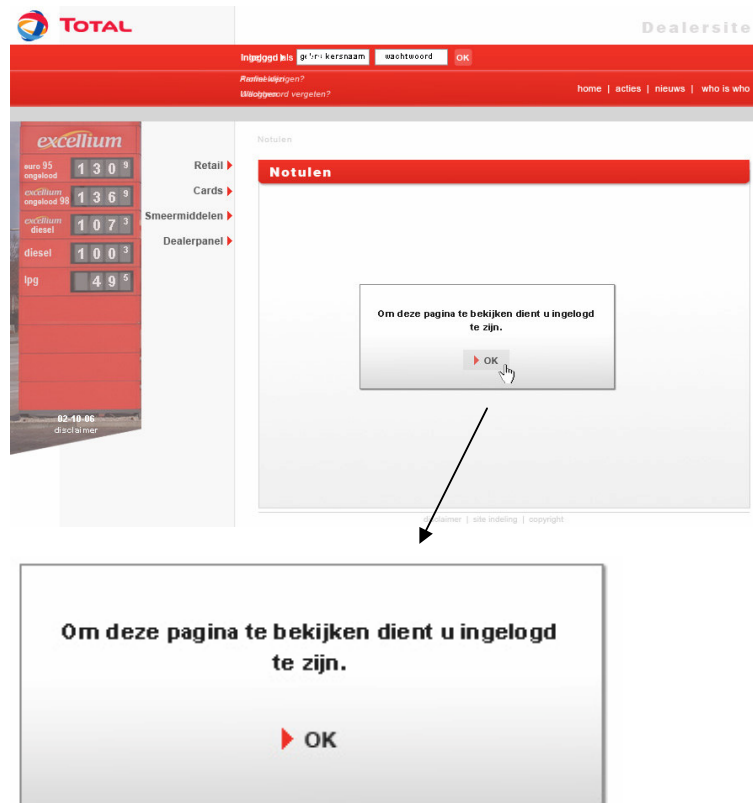
▶ OK

- **Requirement: F-Total-01**

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



- **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.

When the user asks for an account on the system, Total Nederlands will provide them a password by the means of its personnel. (This communication is between the user and Total Nederlands and it will be not managed in the application).

- **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. Once this action is completed two events will occur:

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 (a lower-case, 8-character alphanumeric password). Also, the supplier’s 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.

A web page will be displayed to the user, with an explanatory text and a text field where the user will be asked to enter his login. This way, his registered e-mail will be found in the database and the message will be sent to this e-mail.

- **Requirement: F-Total-04**

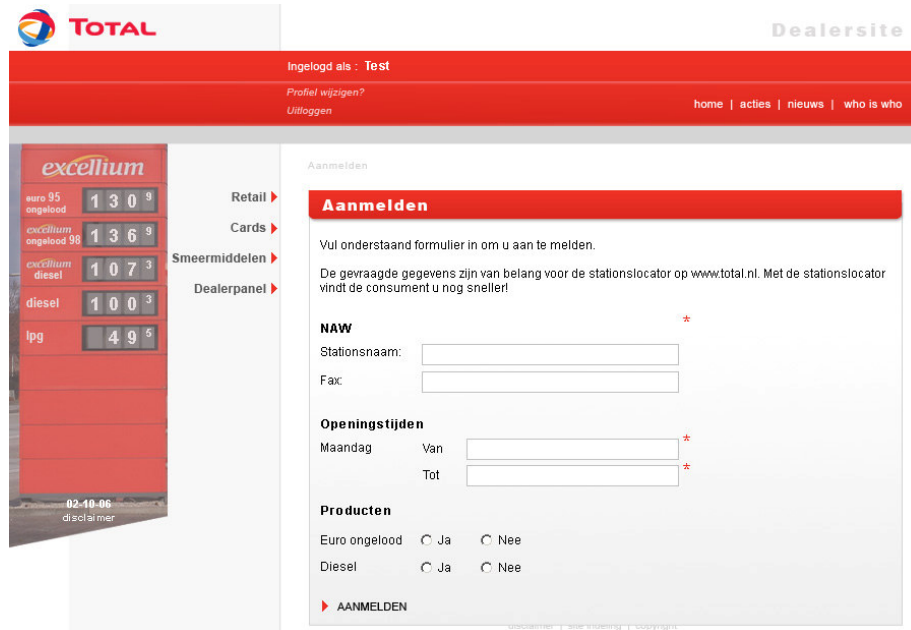
Supplier Subscription Form.

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**).

The different kinds of products will be selected with check boxes.



TOTAL Dealersite

Ingelogd als : Test
 Profiel wijzigen?
 Uitloggen

home | acties | nieuws | who is who

excellium

euro 95 ongelood 1 3 0 9
 excellium ongelood 98 1 3 6 9
 excellium diesel 1 0 7 3
 diesel 1 0 0 3
 lpg 4 9 5

Retail ▶
 Cards ▶
 Smeermiddelen ▶
 Dealerpanel ▶

Anmelden

Vul onderstaand formulier in om u aan te melden.

De gevraagde gegevens zijn van belang voor de stationslocator op www.total.nl. Met de stationslocator vindt de consument u nog sneller!

NAW *

Stationsnaam:

Fax:

Openingstijden

Maandag Van *

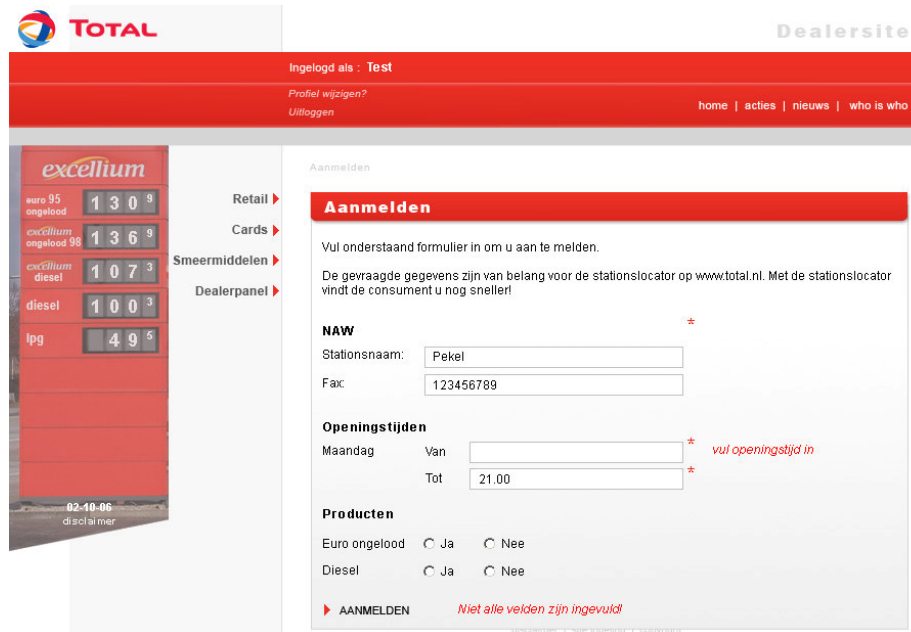
Tot *

Producten

Euro ongelood Ja Nee
 Diesel Ja Nee

▶ AANMELDEN

Subscription Form



TOTAL Dealersite

Ingelogd als : Test
 Profiel wijzigen?
 Uitloggen

home | acties | nieuws | who is who

excellium

euro 95 ongelood 1 3 0 9
 excellium ongelood 98 1 3 6 9
 excellium diesel 1 0 7 3
 diesel 1 0 0 3
 lpg 4 9 5

Retail ▶
 Cards ▶
 Smeermiddelen ▶
 Dealerpanel ▶

Anmelden

Vul onderstaand formulier in om u aan te melden.

De gevraagde gegevens zijn van belang voor de stationslocator op www.total.nl. Met de stationslocator vindt de consument u nog sneller!

NAW *

Stationsnaam:

Fax:

Openingstijden

Maandag Van * *vul openingstijd in*

Tot *

Producten

Euro ongelood Ja Nee
 Diesel Ja Nee

▶ AANMELDEN *Niet alle velden zijn ingevuld!*

Filled subscription form

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

It is important to stand that this subscription form is only available to the user when he has not logged into the system.

- **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
NAW:		
Stationsnaam: (name)	Text	Yes
Adres:	Text	Yes
Postcode:	Text	Yes
Plaatsnaam:	Text	Yes
Email:	Text	Yes
Telefoonnummer:	Text	Yes
Faxnummer:	Text	No
Openingstijden:	(Opening hours)	
Maandag (Monday)	Text	Yes
Dinsdag (Tuesday)	Text	Yes
Woensdag (Wednesday)	Text	Yes
Donderdag (Thursday)	Text	Yes
Vrijdag (Friday)	Text	Yes
Zaterdag (Saturday)	Text	Yes
Zondag (Sunday)	Text	Yes
Producten:		
Euro 95 ongelood	Checkbox	No
Super Plus 98 ongelood	Checkbox	No
Total Excellium 98 ongelood	Checkbox	No
Total Diesel ZV	Checkbox	No
Total Excellium Diesel	Checkbox	No
Tractor Gasolie	Checkbox	No
Tractie Gasolie ZV	Checkbox	No
Autogas	Checkbox	No

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:

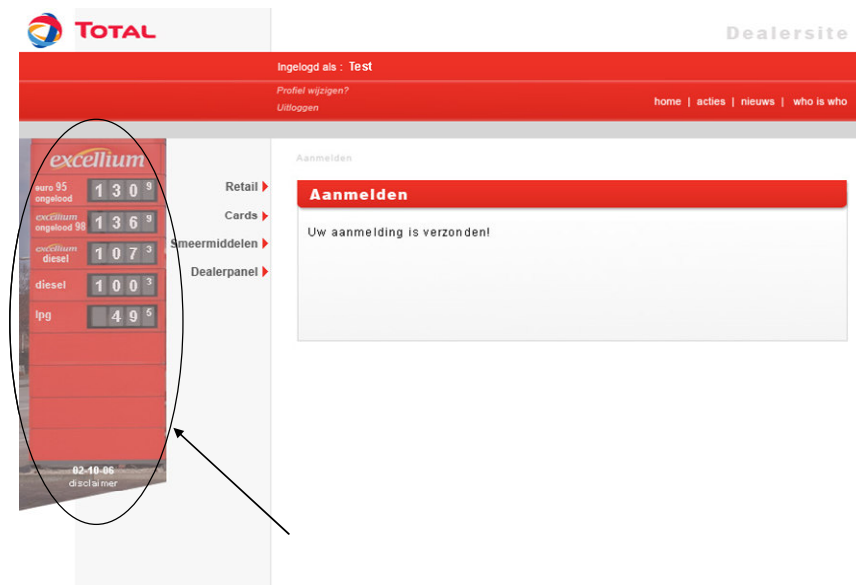
An application to manage the suggested selling price of Total products will be implanted. It will give options to insert, query and update product prices.

The suggested prices will be shown in a Price Board at the left side of the web site. There will be five kinds of fuel with an assigned price and they will be the same for all suppliers.

The Price Board will also have the following:

- Four advertising banners under the fuel prices that, when clicked, will open a new window linking to a specified URL.
- Last update date for the prices.
- A link to the disclaimer page referring the prices application.

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



- **Requirement: F-Total-07**

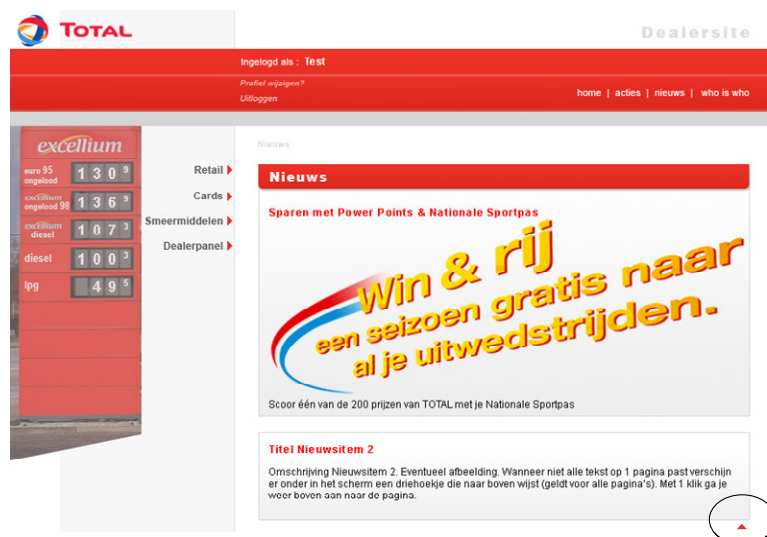
News Administration module (**Nieuws**).

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, expiring date and a checkbox to indicate if the news item has to be archived.

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 items belonging to the category “General” and an arrow button, at the end of the screen, to return to the top of the page, so that the arrow button will be always visible when there is scroll in the page. The news items displayed have an expiration date greater than the actual date.



- ✓ **Archief** option, which shows the history of all published news items (current and expired news items). These will be classified

by category. A news item can be archived by checking an option in the back-office, or it will be automatically archived if its expiration date arrives.

- ✓ The Dealerpanel section will only show the news items that belong to the Dealer category.

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

Newsletter Application.

Requirement Description:

A Newsletter application will be configured so that the user can send mails to the subscribed suppliers. Categories that include the newsletter application are: Marketing, Power Points, Top Services & Training, Shop Food en Services, Enginoring, Customer Services, Cards, Smeermiddelen, Dealerpanel, General (Algemeen) and Without Category.

In order to build a newsletter, Total Nederlands will add a new record in the Newsletter Table and the newsletter content will be placed in the Predefined Texts Table. This way the content will be available when mailing from the Suppliers list.

The newsletter table has the following fields:

Label	Type	Mandatory
Title	Text	Yes
Content	Block	Yes
Date	Date	Yes
Category	Category List (see further information in the category list table)	Yes
Publish?	Checkbox	Yes

Also, the newsletter application will offer the facility to consult the history of all mails that have been sent for each category, ordered by descending date. This newsletter history will provide the user a link list of all newsletter titles that will display the newsletter body text, in a new window, when clicked. Total Nederlands is also able to publish in this page another newsletter that has not been sent.

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

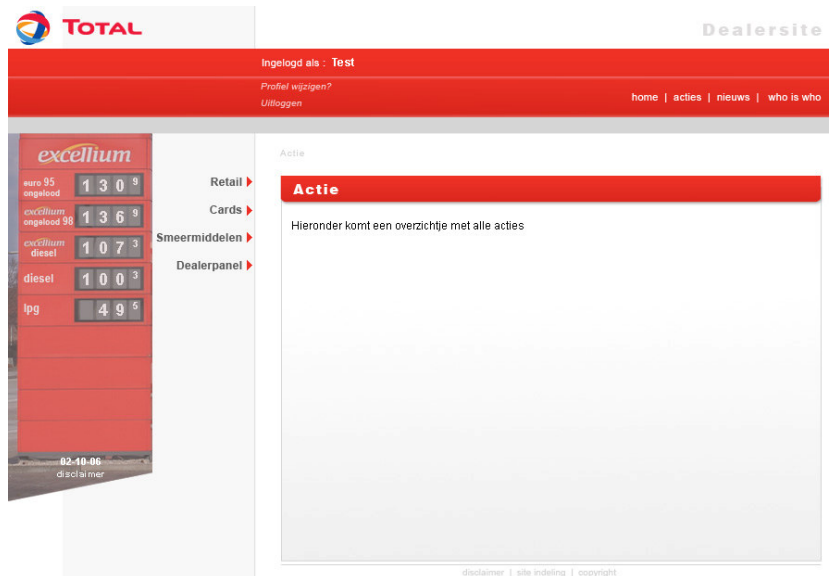
- **Requirement: F-Total-09**

Marketing Actions Administration module.

Requirement Description:

This module offers the possibility to enter, query and update marketing actions. The marketing action showed in the Home page will be the last entered with the “homepage” mark in the back-office application. It will appear within a grey border. *(We need to know if the marketing action is a clickable object and what will this click trigger...).*

The marketing actions will be displayed from the last entered to the old ones.



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

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

The video formats to be working with the marketing actions are: Windows Media (.wma), Real Media (.rm), Quicktime (.mov), MPEG-4 and Flash.

- 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 question, the three answer options, voting and view results facility. Once the vote is sent to the server, a successful voting message will be displayed and the poll form is replaced with the current results (without opening new windows or changing the page).



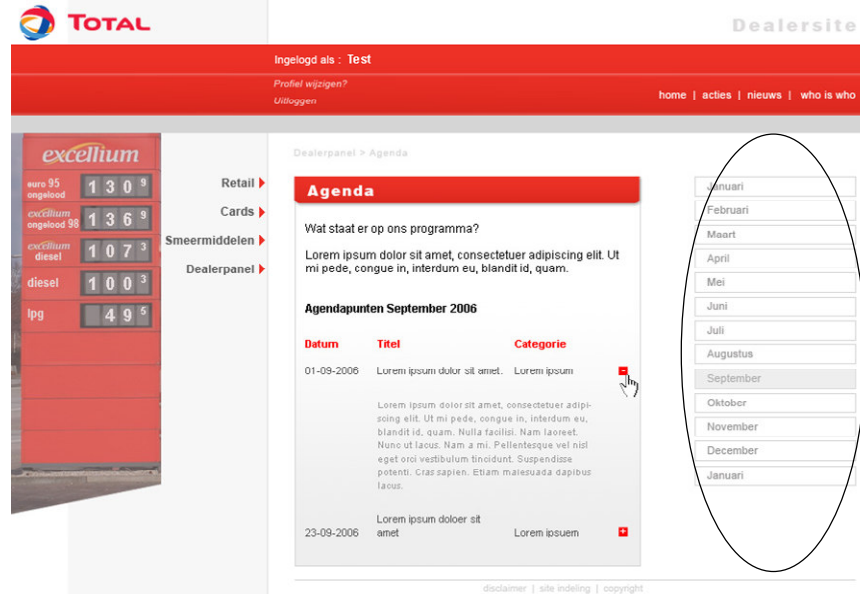
- Requirement: F-Total-11**

Agenda

Requirement Description:

There will be a facility for the user to follow up his activities with an agenda application. This application shows an introductory text, that should be

changed in WiB3, and the agenda topics for the current month. The user will also 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:

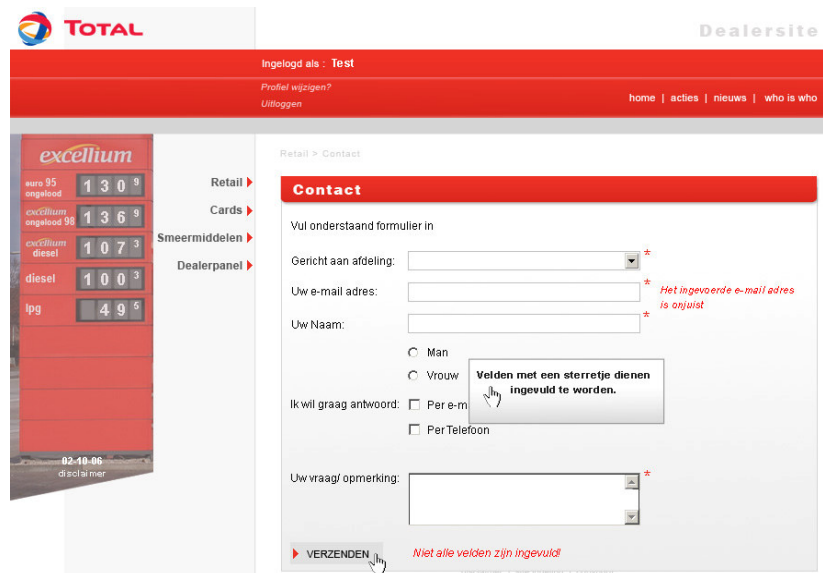
A contact form will be available so that the users can ask questions or make comments to the Total Nederland team. A mailbox will receive all contact messages and will offer the facility to answer them. Contact messages will be classified according to the web site area where the message has been sent:

Retail, Cards and Dealerpanel. When a contact message is sent, an e-mail must be sent to the person in charge of the department.

The contact form should have a drop-down list with the department where the contact can be sent. It will be possible to edit this list with N2C. For each department, Total Netherlands will be able to indicate the e-mail where the contact content will be sent. The contact page has to be unique, with multiple access routes. The reply message has to be kept in N2C.

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.* This message will be displayed with the same format as in the requirement **G-Total-11** feedback number 3.



The screenshot shows the 'Contact' form on the Total Nederland Dealersite. The form is titled 'Contact' and includes the following fields and options:

- Gericht aan afdeling:** A dropdown menu with a red asterisk indicating it is required.
- Uw e-mail adres:** A text input field with a red asterisk and a red error message: "Het ingevoerde e-mail adres is onjuist".
- Uw Naam:** A text input field with a red asterisk.
- Gender:** Radio buttons for "Man" and "Vrouw".
- Ik wil graag antwoord:** Checkboxes for "Per e-mail" and "Per Telefoon".
- Uw vraag/ opmerking:** A large text area with a red asterisk.

At the bottom of the form, there is a red button labeled "VERZENDEN" and a red error message: "Niet alle velden zijn ingevuld". A tooltip also points to the form with the text: "Velden met een sterretje dienen ingevuld te worden." The sidebar on the left shows fuel prices for various categories like "euro 95 ongeteerd", "excidium ongeteerd 98", "excidium diesel", "diesel", and "lpg".

The contact form will include the following fields:

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

- **Requirement: F-Total-13**

Dealerpanel Agenda.

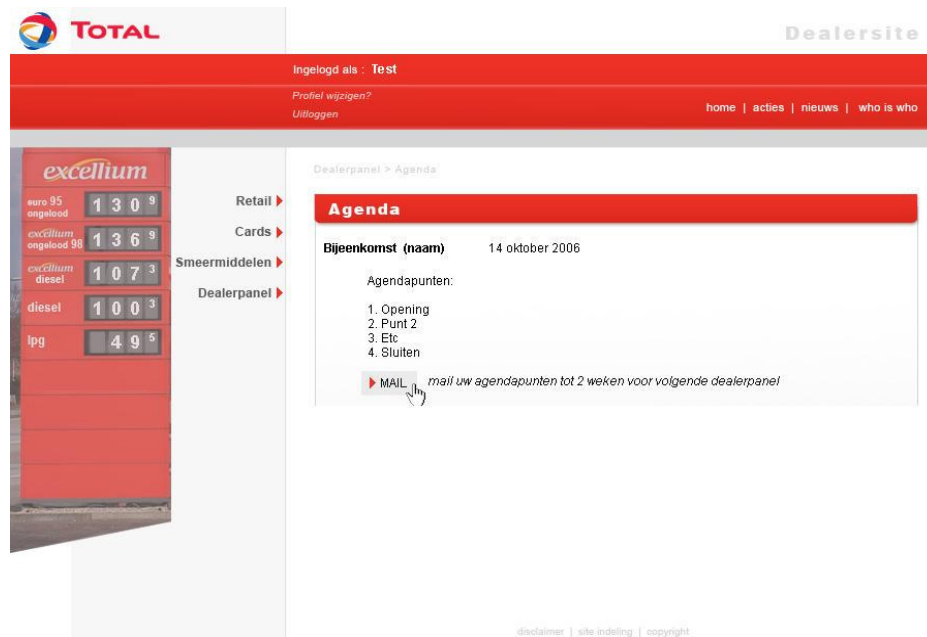
Requirement Description:

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**

User Profile.

Requirement Description:

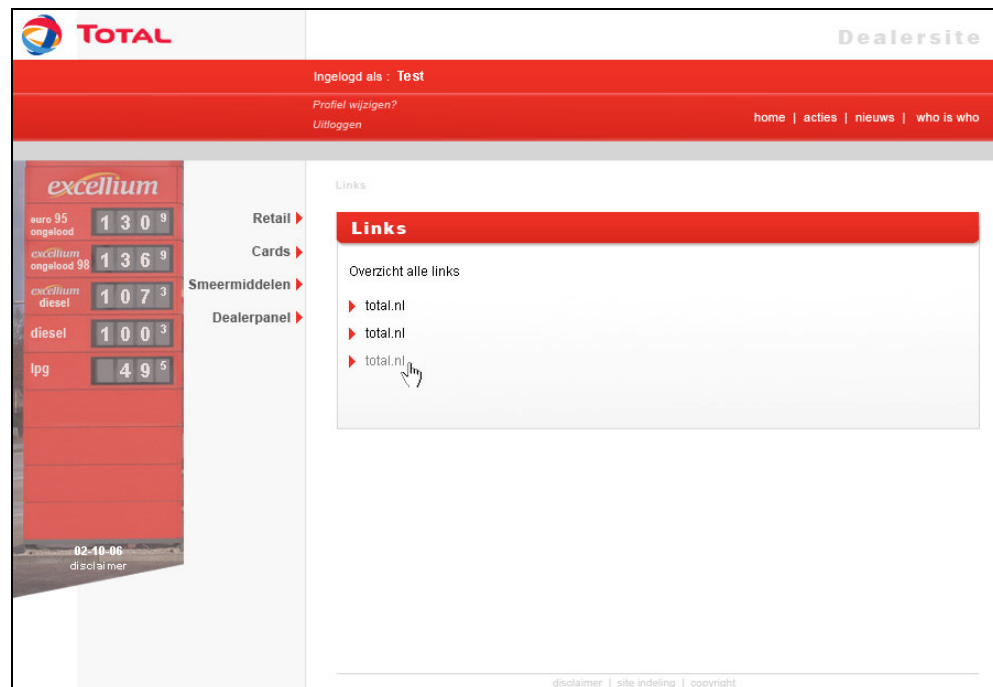
The user will have the option to see and modify its profile information. Choosing this option all the user profile data will be displayed with an option to modify the profile data.

- **Requirement: F-Total-15**

Link List.

Requirement Description:

There will be a page that will display a link list to external pages that will be opened in new windows. This page can be created with WiB 3 without needing an application. (On the site map this pages is showed as an application page, but in the original document (October 10th) Clemens asks if this page can be created in WiB)



- **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.