SOFTWARE REQUIREMENT OVERVIEW
ESERVICES FOR DEPARTMENT OF COMMERCE

INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY OF SRI LANKA

Table of Contents

[1] OVERVIEW

The Department of Commerce (DoC) is responsible for foreign trade policy formulation, all related coordination and implementation matters, with the objective of developing and promoting Sri Lanka's foreign trade relations at bilateral, regional and multilateral levels.

Department mission is to develop and promote Sri Lanka's foreign trade relations by the effective implementation of government trade policy, with a view to raising the standards of living and realizing a higher quality of life through the increase of total production, income and employment levels, thereby actively contributing to the overall economic growth of Sri Lanka.

The DoC is the national focal point responsible for the evaluation and negotiation of new bilateral, regional and multilateral trade agreements, and the implementation of existing bilateral, regional and multilateral agreements. The Department is also the certifying agency for certificates of origin under these Agreements.

ICTA has advised and arranged the required to implement the operations related to the above activity through eServices project for DOC which is linked to Lanka gate infrastructure, the gateway for the electronic information and electronic delivery in Sri Lanka

eService scope under this project includes the following two main applications;

1. Citizen application for exporters to submit applications for Certificate of Origin through Lanka Gate;
2. Department application to manage activities related to exports management. This document details out the requirements to be implemented through each of these eServices.

A summary of the eServices under each of these applications are listed below.

#	Eservice	Stakeholder Type	
		DoC	Exporter
1.	Manage Exporters	√	
2.	Enter Cost Statements/ Affidavits	√	
3.	Apply/ Reapply COO	√	√
4.	Manage COOs	√	
5.	Request COO copies	√	√
6.	Allocate Annual Quota	√	

Table 1 : DOC eService Summary

[2] Process Summary

There are three main users that are accessing the solution. Each set of users will be having a separate set of functionalities as depicted below.

Police Head Quarters	Other Departments
• Enter exporter registration details • Manage Exporters • Enter cost statement & Affidavit details • Approve/ Print COO • Allocate annual quota • Dashboard Notifications	• Apply/ Reapply for COO • Online Payments • Request COO copies • Notifications

Table 2 : DOC eServices – Overview

[3] Functional Description

01. Citizen Application Login & Dashboard	
Overview	**Business Rules**
Registered exporter or an authorised department user can login to the application via 'www.srilanka.lk'	1. User should be identified from the login name; as an exporter, department user or a third party user. 2. Third party users should be restrained from login to the system by displaying a message stating 'Please enter a valid Username/ Password' 3. System generated password should be send to the registered email address of the user, when click on the 'Forgot password' button after entering the validation text. Message should be displayed stating 'System generated password has been sent to the registered email address'. 4. Confirmation email should be send to the registered email address of the user, when change the password.

02. Apply/Re-apply Certificate of Origin	
Overview	**Business Rules**
Exporter should obtain a Certificate of Origin (COO) under a relevant Free Trade Agreement (FTA) to exploit the benefits of the FTA. A COO should be obtained for each shipment. There should be a valid cost statement or an affidavit for each product, to apply for a COO.	1. Application for a COO or reapplying for an already issued COO can be submitted only through the citizen application. 2. The system will identify the user as an exporter or a department user through the login 3. 'Exporter Registration No.' field should be enabled only for department users. Relevant exporter registration number and name should be displayed for the logged in exporter. 4. 'Retrieve saved application' tick box should display only for new applications. 'Reference/ (Temp) Number' field should be enabled for new application, when tick the 'Retrieve saved application' tick box. 5. . 'Reference/ (Temp) Number' field should be enabled for reapplications. 6. FTAs are listed only if a valid cost statement/ affidavit is available for the selected exporter 7. Products are listed only if a valid cost statement/ affidavit is available for the selected FTA 8. 'Quota on this certificate' cannot be greater than balance quota 9. Only one product is allowed for one COO application when Quota is applied 10. Multiple products are allowed in normal COO applications (non-quota) for tariff concessions 11. A temporary COO reference number is issued to the exporter as a reference till the COO is approved 12. Temporary COO reference number should be generated from the system in the format of 'T/<Agreement>/XXX'. 13. Application fee will not be charged for re-applications **14.** Balance quota amount should be updated for the exporter as well as for the relevant product in FTA, when a COO with quota has been cancelled.

03. Request COO Copies	
Overview	**Business Rules**
Exporter can request for copies of the certificates of origins that they have obtained from the Department.	1. 'Exporter Registration No.', 'Receipt No.' fields and 'Save' button should be displayed only for the department users. 2. Exporter name should be displayed according to the logged in exporter or selected exporter registration number by a department user. 3. Exporters can make copy requests only for their COOs. Department user can submit copy requests for the COOs of a selected exporter. **4.** Fees should be calculated based on the selected number of copies and collection method.

04. Department Application Login & Dashboard	
Overview	**Business Rules**
This eService allows external parties such as embassies, immigration departments and employers to verify if a clearance certificate is valid.	1. Third party users should be restrained from login to the system by displaying a message stating 'Please enter a valid Username/ Password' 2. When click on the 'Forgot password' button after entering the validation text, system generated password should be send to the registered email address of the user. Message should be displayed stating 'System generated password has been sent to the registered email address'. 3. Confirmation email should be send to the registered email address of the user, when change the password.

05. Exporter Registration	
Overview	**Business Rules**
Department user should be able to enter details of registered exporters which are relevant to the application.	1. Only the approved exporters shall be entered into the system 2. Exporter registration number should be generated from the system in the format of 'D/COM/R/Company Registration No' (Reg. No should have 5 digits).

06. Manage Exporters	
Overview	**Business Rules**
Department user should be able to suspend, reactivate and modify exporters. User can also re-print the login credentials	1. Password should be reset and new user account details should be printed for the selected exporter, when clicked on the 'Print Login Credentials' button. The new password should also be sent through email to the exporter. 2. Exporter should be able to be filtered from the registration number or exporter name. Field should display the exporter registration number.

07. Record Cost Statement/ Affidavit	
Overview	**Business Rules**
Department user shall be able to record approved cost statements and affidavits of the exporter.	1. Cost statement number should be generated in the format of '**CS/DCOMR** Company Registration No/ Scheme or Agreement/ Year/ Cost Statement No' (Cost statement No should have 4 digits). 2. Affidavit number should be generated in the format of 'AF/DCOMR Company Registration No/ Scheme or Agreement/ Year/ Affidavit No' (Affidavit No should have 4 digits). 3. Reminder email should be generated to the exporters' registered email addresses 2 weeks prior to the expiration of cost statements or affidavits.

08. Manage COOs	
Overview	**Business Rules**
This function allows DoC to manage the COOs submitted through the citizen application	1. There should be two user groups for the Department application namely 'Department User' and 'Department Admin'. Department user who has access to this function is only entitled to check the COOs in 'New' status. Department admin users will have access to the remaining activities. 2. COO statuses should be able to be changed in the following order 3. COO reference numbers should be generated from the system in the following format : **4.** Every action shall be recorded with a comment, user, date and time for transaction logging purposes

	Current Status	Next Possible Statuses
01	New	Checked
02	Checked	Approved/ Rejected/ Reverted
03	Approved	Printed/ Cancelled
04	Printed	Cancelled
05	Request to Reprint	Reprinted/ Rejected
06	Reprinted	Cancelled

09. Print COO	
Overview	**Business Rules**
This function defines the rules in printing the COOs/ copies. Printing COO function is called through the 'Print' button available in the Manage COO function.	1. System shall maintain several templates for printing the COO. The relevant template will be set up with the FTA. **2.** The COO shall be printed on a pre-printed standard security paper for the FTA. User will need to feed the correct pre-printed form before printing the COO.

10. Annual Quota Allocation	
Overview	**Business Rules**
DoC should be able to allocate quota for a product to a requested exporters	1. Only the approved quota shall be allocated in the system 2. Quota allocation is valid for a calendar year 3. Quota allocation cannot be greater than the 'Remaining Quota'

11. Daily Transaction Report	
Overview	**Business Rules**
DoC users will be able to view payment transaction details for daily reconciliation purposes	1. The report can be extracted for a particular date, date range, one or all payment modes, one or all statuses, one or all payment gateways.

12. Exports/ FTA Statistics Report	
Overview	**Business Rules**
DoC users should be able to view performance of a selected FTA, exporter, product and view export details based on the selected criteria	**1.** DoC users should be able to view performance of a selected FTA, exporter, product and view export details based on the selected criteria