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Business Requirements Document for Nuskin Elite Team Transportation Business

Proposal Document

V1.0

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1. Introduction

1.1. Purpose of the Document

The purpose of this document is to outline the business requirements for the Nuskin transport business, focusing on enhancing operational efficiency and addressing existing challenges. This Business Requirements Document (BRD) serves as a foundational reference for stakeholders, including management, project teams, and end users, to understand the project's scope, objectives, and proposed solutions.

This document aims to:

1. **Identify and Analyze Challenges**: Provide a thorough analysis of the current business processes, including pain points and inefficiencies that hinder optimal performance.

2. **Facilitate Stakeholder Alignment**: Ensure all stakeholders are aligned on project goals and deliverables, fostering collaboration and a shared understanding throughout the project lifecycle.

3. **Define Clear Requirements**: Articulate specific business requirements and success criteria that will guide the development and implementation of the proposed solutions.

4. **Support Decision-Making**: Serve as a key resource for decision-making processes, helping stakeholders evaluate the feasibility and impact of proposed changes.

5. **Enhance Organizational Agility**: Establish a framework that allows for rapid adjustments to project goals and requirements based on evolving business needs and stakeholder feedback.

1.2. Scope of the Project

The scope of this project encompasses the development and integration of a centralized management system designed to address the identified challenges within the current business processes of Nuskin.

The project will include the following key components:

1. **Website Upgrade**: Modernizing the existing website to improve user experience, accessibility, and functionality, enabling better interaction for both internal users and external stakeholders.

2. **Driver and Dispatcher Management Modules**: Implementing specialized modules to enhance the management of drivers and dispatchers, including scheduling, real-time tracking, and performance monitoring, ensuring efficient and timely transportation services.

3. **Communication Platform**: Establishing a robust communication platform that facilitates seamless interaction among all stakeholders, including drivers, dispatchers, and administrative personnel, to improve coordination and reduce response times.

4. **Compliance and Standards**: Ensuring adherence to invoicing and data protection standards, including HIPAA compliance, to safeguard sensitive information and maintain operational integrity.

5. **Service Delivery Enhancement**: Streamlining workflows in critical areas such as service delivery and operational oversight to enhance the efficiency of patient transportation services.

6. **Stakeholder Training and Support**: Providing comprehensive training and ongoing support for all users to facilitate a smooth transition to the new system, fostering a culture of continuous improvement.

1.3 Document Overview

This document serves as a comprehensive reference for the business requirements related to the Nuskin Elite Transport project. It includes an in-depth analysis of the current business processes, highlighting inefficiencies and challenges faced in the operational workflow of patient transportation services.

Key components of this document include:

1. **Current Business Process Analysis**: A detailed examination of existing workflows, identifying bottlenecks and areas for improvement to enhance operational efficiency.

2. **Challenges and Issues**: A thorough identification of the key challenges faced by Nuskin, such as communication gaps, inadequate management of transportation resources, and inefficiencies in service delivery.

3. **Proposed Solutions**: A structured outline of the proposed solutions aimed at addressing the identified challenges, including the development of a centralized management system, upgraded website functionality, and enhanced communication tools.

4. **Specific Requirements**: Each section delineates specific business requirements to ensure clarity and alignment among all stakeholders involved in the project, fostering a shared understanding of objectives and expectations.

5. **Guidance for Implementation**: The document aims to provide a clear roadmap for the implementation phase, detailing measurable success criteria to facilitate the transition to improved processes and systems.

By establishing a clear framework for understanding the needs of the Nuskin Elite Transport Business, this document will play a critical role in ensuring successful project execution and achieving the desired outcomes.

2. Business Objectives

2.1. Business Goals

1. **Enhance Operational Efficiency:**

   a. Streamline and optimize business processes to eliminate redundancies, ensuring quicker response times and improved service delivery in patient transportation.

   b. This includes automating scheduling, routing, and invoicing to minimize delays and enhance overall productivity.

2. **Increase Transparency and Accountability:**

   a. Implement integrated systems that facilitate seamless communication and real-time updates among dispatchers, drivers, and administrative staff.

   b. This will promote accountability at all levels, allowing for better tracking of assignments and enhanced coordination of patient transportation services.

3. **Improve Customer Satisfaction:**

   a. Develop intuitive and user-friendly platforms for patients and their families, providing timely updates on transportation status and easy access to services.

   b. This goal aims to enhance the overall experience, ensuring that patients feel valued and well-informed throughout their journey.

4. **Ensure Compliance and Accuracy:**

   a. Establish robust automated processes that guarantee compliance with health regulations and industry standards while ensuring the accuracy of invoicing and reporting.

   b. By implementing systems that monitor and verify compliance, Nuskin can reduce the risk of errors and enhance trust with stakeholders.

5. **Foster Continuous Improvement:**

   a. Create a culture of continuous improvement by regularly evaluating operational performance and soliciting feedback from all stakeholders.

   b. This will help identify areas for further enhancement, ensuring that Nuskin remains adaptable and responsive to changing needs in patient transportation.

6. **Enhance Data Management and Reporting:**

   a. Improve the collection, management, and analysis of operational data to support informed decision-making.

   b. By leveraging data analytics, Nuskin can identify trends, optimize resource allocation, and enhance overall service quality.

2.2. Project Objectives

1. **Develop a Centralized Management System:**

   a. Create an integrated platform that consolidates operational modules for patient transportation, including scheduling, dispatching, and resource allocation.

   b. This system will facilitate seamless management of services and enhance overall operational efficiency.

2. **Implement Automated Tracking and Reporting:**

   a. Enhance capabilities for real-time tracking of transportation activities, allowing for immediate access to trip data, driver locations, and service status.

   b. Automated reporting features will provide valuable insights into operational performance, helping management make data-driven decisions.

3. **Establish Effective Communication Channels:**

   a. Develop a centralized communication platform that enables real-time interactions between dispatchers, drivers, and supervisors.

b. This will improve coordination, enhance response times, and ensure all stakeholders are informed about service changes or updates, ultimately improving service reliability.

4. **Optimize Invoicing and Data Entry Processes:**

   a. Automate the invoicing system to streamline billing and payment processes, reducing manual errors and administrative workload.

   b. Establish structured data entry protocols that ensure consistent and accurate record-keeping, which will enhance compliance and financial reporting.

5. **Enhance User Experience for Patients and Families:**

   a. Develop user-friendly mobile and web applications that provide patients and their families with easy access to transportation services, trip updates, and support.

   b. This objective aims to improve patient satisfaction and engagement by ensuring a hassle-free experience.

6. **Facilitate Compliance with Regulatory Standards:**

   a. Implement features within the management system that ensure adherence to health regulations and reporting requirements.

   b. By automating compliance checks and documentation, Nuskin can reduce risks associated with regulatory non-compliance and enhance trust with stakeholders.

7. **Support Training and Development:**

   a. Create training modules and resources within the system to ensure that all staff members are well-equipped to utilize the new technology and processes effectively.

   b. This will promote a smooth transition and empower employees to adapt to the enhanced operational framework.

3. Current Business Process

3.1. Current Process (As-Is-Business)

3.1.1. Contract Agreement

1. **Parties Involved:** Nuskin Elite Team, DOH, and contracted suppliers.

2. **Scope:** Transportation services for contracted and DOH-referred patients, including airport pickups, transfers to medical facilities, and return trips.

3. **Service Agreement:** Nuskin Elite Team will sign a master contract with DOH, covering all transportation services under one comprehensive agreement for the transport business.

4. **Contract Inclusions:**

   a. Pricing for the first trip for the first appointment pickup-drop among airport, accommodation and hospital.
   b. Pricing for regular trips between accommodation and hospital after first appointment completion.
   c. Pricing based on trip distance and vehicle types including XUV, Sedan and Hatchback.
   d. Other norms and conditions agreed priorly.

5. **Coverage:** Transport services to be provided will be strictly based on the Letter of Guarantee (LOG) issued by DOH, ensuring a valid contract involvement.

3.1.2. Supplier Types

1. **Contracted Suppliers:**

   a. Contracted suppliers represent 95% of total volume following predefined pricing, terms outlined in a master contract.

b. It primarily includes clients like the Department of Health (DOH) mainly governed by LOG, various hospitals and other contracted clients.

c. Under contracted part, Nuskin engaged with several key entities including:

    i. **Hospitals:** Currently contracted with 4 hospitals.

    ii. **Big Entities:**

        1. General Headquarter, UAE Embassy(GHQ).

        2. Department of Health(DOH).

    iii. **Qatar Embassy:** Recently added as a contracted partner

d. The agreement specifies distinct pricing for different clients e.g. with Kuwait Health Department at $10/km and Dubai Health Department at $12/km.

2. **Non-Contracted Suppliers:**

a. Non-contracted suppliers represent 5% of the total and request services via email, specifying their needs and expectations.

b. The Nuskin team will engage non-contracted corporates in discussions to clarify service amounts and terms, ensuring mutual understanding.

c. The admins oversee non-contracted requests, facilitating clear communication between Nuskin, clients, and patients regarding service agreements.

d. Third-party requests are considered non-contracted and handled individually, coordinating necessary services across different regions as needed.

e. Payment terms for non-contracted suppliers typically require upfront payment before services are rendered but post-service invoicing needs management approval.

f. Each non-contracted request is assessed individually, with pricing and service terms established based on specific situations for transparency and consistency.

3. **Difference between Contracted and Non-contracted Suppliers:**

a. Contracted suppliers have fixed rates agreed in advance, while non-contracted suppliers face variable pricing based on individual agreements.

b. Contracted suppliers have invoices generated at the end of every month, while non-contracted suppliers upfront payments are a must or to obtain or or need special approvals for post-services payment for the corporates Nuskin dealing with.

3.1.3. Customer Types

1. Patient:

   a. These customers are primarily attending regular medical appointments.

   b. Their vehicle requirements vary based on individual needs, with some needing wheelchair-accessible transport while others require regular ones.

   c. Patient Types:
      i. Regular Patient.
      ii. VIP Patient.

   d. This category represents 95% of Nuskin daily operational volume and consists mainly of patients from contracted clients, such as DOH.

2. Regular Transportation Services:

   a. It includes transportation services for regular individuals coming from overseas e.g. from Middle East as well as those traveling from within U.S.

   b. Requests may also come from third-party companies seeking our transportation services on behalf of their clients.

   c. These customers have specific vehicle requirements and necessitate a particular approach to handling their orders.

   d. Generally, their demand is for transportation services for up to 10 hours a day.

3.1.4. Transportation Service Types

1. Point-to-Point Transportation:

    a. **Description:** Standard pickup and drop-off services for patients attending appointments or traveling to specific locations.

    b. **Process:** Patients to be picked and dropped among the airport, hospital and accommodation including the patient's first appointment.

2. VIP Service:

    a. **Description:** Extended services for VIP patients, providing additional hours of service beyond regular transport needs.

    b. **Duration:** Typically, VIP clients or patients receive up to 10 hours of service, including transportation to multiple destinations of their choices.

3. Full Day Service:

    a. **Description:** Clients requiring transportation for the entire day, usually around 10 hours, mainly for airport pickups, meeting or city tours.

    b. **Availability:** Offered to clients who need flexible, full-time transportation in specific cities.

4. Rental Services:

    a. **Description:** Option to rent a car with or without a driver for a fixed duration, allowing clients to have exclusive use of a vehicle for their transportation needs.

5. One-Time Service:

    a. **Description:** For one-time transportation requests, such services may involve unique trips that are not part of the regular schedule.

    b. These services can be processed separately, often requiring immediate invoicing, depending on the nature of the request.

    c. **Requested By:** People within the US and patients or his family members who want to go shopping, movie, mall, visit etc.

6. Inter-City Transportation:

    a. **Description:** Nuskin offers daily intercity transport services for clients needing to travel between cities(Not within the same state).

    b. This service is frequently utilized by clients for seamless and efficient ground transport solutions and to avoid flight transportation.

    c. **Client Base:** The Department of Health (DOH) is a major customer utilizing this service regularly for patient and personnel transport.

7. Hourly-Based service:

    a. **Description:** For trips within the same state, Nuskin Elite Team often operates on an hourly rate basis, negating the need for a special quote.

    b. Pricing for this service is already mentioned in the contract agreement signed with the DOH.

3.1.5. Escort Types

1. **Definition:** In the context of LOG, the term "Escort" refers to family members or individuals accompanying a patient to the U.S. during his medical treatment.

2. Official Escorts:

    a. **Definition:** Official escorts are individuals who are covered or sponsored by the Department of Health (DOH).

    b. **Coverage:** Transportation, flight tickets, and other related expenses for official escorts same as patients are covered by the DOH.

    c. **Payment:** The costs associated with official escorts are included in the invoice generated and sent to the DOH at the end of each month.

3. Unofficial Escorts:

    a. **Definition:** Unofficial escorts are family members or individuals accompanying a patient who are not covered or sponsored by the DOH.

    b. **Payment:** For any Nuskin services, whether for transportation or visa renewal, unofficial escorts must pay upfront before receiving the services.

3.1.6. Receiving LOG

1. Definition:

    a. **Full Form:** Letter of Guarantee.
    b. A very first document sent by the Department of Health (DOH) Abu Dhabi before patient arrival.
    c. Serving as confirmation of a patient's and his family arrival and the transport services required during their stay in the U.S.

2. Purpose:

    a. The LOG acts as a surety letter confirming that the patient and their official escorts are covered by the DOH for transportation services from their arrival date until the end of treatment.
    b. It includes detailed information about the patient, their family, and their arrival.
    c. If an official escort arrives on a different flight from the patient, a separate approval or LOG is required.

3. Contents of LOG: The LOG consists of the following essential details as below

    a. Patient Name
    b. PRN (Patient Reference Number)
    c. Reference Number
    d. Subject and Purpose of the Letter
    e. Patient's First Appointment Date
    f. Hospital Name
    g. Patient Official Escorts
    h. Patient Unofficial Escorts
    i. Airline
    j. Airport
    k. Flight Number
    l. Time of Arrival
    m. Date of Arrival

n. Contact Number

4. **Compliance Requirements:**

   a. The Nuskin team must carefully read the description within the LOG to understand the type of transport services mandated

   b. It is crucial that only the specified services are provided; any additional transport services may result in the DOH rejecting the related invoice generated for that LOG.

5. **LOG for VIP Patients:**

   a. For VIP patients, the LOG will include an additional provision in the description that mandates the provision of transport services for *10 hours* per day.

   b. All other details remain the same as the standard LOG.

3.1.7. Logging Details in Excel from LOG

1. Log the basic patient information into the 1st sheet of an Excel file.

   a. PRN
   b. Patient's name:
   c. Log No.
   d. Log Date
   e. UAE and US Mobile No.
   f. 1st, 2nd, 3rd and so on Escort Names
   g. 1st, 2nd and 3rd and so on Escort US/UAE Mobile no.

2. In the 2nd sheet of the Excel file, log the service details which include:

   a. Service Type
   b. From Location
   c. To Location
   d. Service Date
   e. Service Time

f. Patient Name

g. Total no. of Remarks

h. Mobile No.

i. Invoice To(DOH)

j. Reference No.

k. Remarks (E.g Flight Number)

3.1.8. New Arrival Request

1. Definition and Purpose:

   a. It refers to the process that begins after a patient and their family arrive from the UAE to the USA for medical treatment.

   b. Following the receipt of the Letter of Guarantee (LOG) from the Department of Health (DOH).

   c. This process ensures that all necessary arrangements are made for the patient and their family's transport and initial appointment.

   d. The process begins when the Nusin team gets the LOG from DOH and they enter the required details from the LOG receipt to the Excel sheet.

2. Role of Call Center Administrator:

   a. **Review LOG:** The Call Center Administrator is responsible for reviewing the LOG to ensure all the information is accurate and complete.

   b. **Confirmation with the DOH:** Once the LOG is reviewed, the Administrator replies to the DOH, confirming the receipt of the letter.

   c. **Communication with the Family:**
      i. The Administrator contacts the patient's family to welcome them and gather additional information, such as the number of family members and the amount of luggage.
      ii. To ensure the appropriate vehicle is sent at the time of pickup.

   d. **Informing Dispatchers:**

      i.   The Administrator then informs the dispatchers by posting the relevant information in a designated WhatsApp group for the city in which the patient will arrive.

      ii.   Each city has its own WhatsApp group with multiple dispatchers assigned.

e. **Updating Records:** The Administrator updates internal records with the patient's arrival and transportation details.

f. **Pre-arrival Reminder:** A day before the patient's arrival, the Administrator sends a reminder to the dispatcher in the WhatsApp group to confirm the pickup from the airport.

g. **First Appointment Reminder:** The day before the patient's first appointment, the Administrator sends a reminder to the dispatcher in the WhatsApp group about the scheduled hospital trip.

3.1.9. Post New Arrival Process (Regular Visits)

1. **Post-Appointment Coordination:** After the first hospital visit, the patient receives a treatment plan with scheduled hospital visits.

2. **Handover to Dispatcher:** The New Arrival process ends, and the patient begins communicating directly with the assigned dispatcher for future transport needs.

3. **Direct Communication:** The patient contacts the dispatcher by phone for transport arrangements, bypassing the admin team.

4. **Information Updates:** The patient's address and phone number should be updated in the system to ensure smooth service.

5. **Treatment Duration:** Service continues until the patient's treatment is complete, whether it takes days, months, or longer.

6. **File Closure:** Once the patient returns to the UAE, the case file is closed even if the patient returns before his treatment ends.

3.1.10. Pricing

1. **Contracted Suppliers:**

a. For contracted suppliers, such as the Department of Health (DOH) and other governmental entities, pricing is predetermined through a formal agreement.

b. This contract outlines the fixed rates for various transportation services, including point-to-point services within different cities and airport pickups.

c. Prices vary based on the city e,g. $10 for one city and $12 for another, with each city having its specific rate structure.

d. Pricing under contracts is standardized as it covers 95% of customer volume.

e. **Quotation Request for Inter-City Transportation:**

   i. Nuskin offers inter-city transportation services, commonly referred to as "ground transport," by DOH.

   ii. For inter-city trips, Nuskin submits a quotation request, which is then approved by DOH after a few rounds of negotiation and gets billed in the next month's invoice.

f. **Hourly Pricing:**

   i. For transportation within the same state, Nuskin utilizes hourly rates instead of providing separate quotations.

   ii. This allows for efficient billing, as hourly rates are predefined in the contracts with DOH.

   iii. For per hour service, it will be a separate invoice.

2. **Non-Contracted Suppliers and Regular Transportation:**

   a. Pricing for non-contracted suppliers is determined on a case-by-case and Nuskin business relationship.

   b. Factors influencing the price include:

      i. Service length.

      ii. Vehicle type.

      iii. Distance covered.

3.1.11. Invoicing and Payment Collection

1. Contracted Suppliers:

   a. **Invoicing:** Invoices are sent to contracted customers on a monthly basis by the end of each month.

   b. **Payment Collection:**

      i. Payments are typically collected from the government or hospitals with which Nuskin have contracts

      ii. In rare cases, customers may be required to pay for additional services e.g. for visa fees for family members not covered by the UAE sponsorship.

   c. **Contract Terms:**

      i. Contracts with suppliers are signed in US dollars.

      ii. If the patient family includes unofficial escorts then the payment will be done upfront before rendering any Nuskin service.

2. Non-Contracted Suppliers:

   a. **Invoicing:** For non-contracted suppliers, invoicing may vary based on service requirements and agreements.

   b. **Payment Collection:**

      i. Payment terms for non-contracted suppliers typically require upfront payment before services are rendered, while post-service invoicing requires management approval.

      ii. An authority level who will approve creating a service order without LOG or a consent.

   c. **Contract Terms:** Contract terms for non-contracted services will depend on a case-by-case basis and Nuskin business relationship with the suppliers.

3. One-Time Service:

   a. For one-time services payment occurs immediately after the service is rendered e.g. transporting a customer from New York to Los Angeles.

3.1.12. Existing System (Platforms)

1. Limo Anywhere:

   a. **Trip Booking Details:** Allows for detailed customization of bookings, including vehicle type, driver selection, and service specifics (e.g., meet and greet options at the airport).

   b. **Family specific requests:** Facilitates requests for special services, such as baby seats for customers traveling with small children.

   c. **Instant Invoicing and Payments:** Enables immediate invoicing for customers after trips and allows for prompt payment to drivers, enhancing operational efficiency.

   d. **User-Friendly Interface:** Provides an easy-to-use platform for managing all aspects of transportation services.

2. QuickBooks:

   a. **Invoicing:** QuickBooks allows easy creation and tracking of invoices, ensuring timely billing for both contracted and one-time services.

   b. **Expense Tracking:** The software efficiently records and categorizes expenses, helping manage costs related to transportation services.

   c. **Financial Reporting:** QuickBooks provides essential reports like profit and loss statements, aiding in performance tracking and financial planning.

   d. **Payment Processing:** It supports secure payment collection from customers.

3.2. Challenges and Issues

3.2.1. Market Accessibility

1. Limited Customer Reach:

    a. Currently, Nuskin primarily serves individuals known through personal connections and word of mouth.
    b. No system or social media strategy exists to attract new clients, despite offering high-quality services that could appeal to a broader audience.

2. Perception of Scale:

    a. Although Nuskin handles a significant volume of services, it considers itself as small in terms of capturing opportunities.
    b. This perception hinders the potential for growth and adaptation in a competitive market.

3. Unorganized Furnished Apartment Services:

    a. The furnished apartments, consisting of 14 units, lack a systematic approach to business operations.
    b. They are not marketed effectively, being absent from popular platforms like Airbnb despite being located in prime areas of Chicago.
    c. This restricts visibility and growth opportunities.

4. Limited Market Experience:

    a. Nuskin has minimal exposure to the open market for regular orders due to operational and existing system limitations and customization issues.
    b. This results in a lack of orders through the official website, restricting business expansion.

3.2.2. Lack of Operational Hierarchy

1. Dispatcher Management:

a. Currently, a dedicated dispatcher manages multiple drivers in a specific area while all dispatchers report directly to Operation Manager, Mr. Hussein.

2. **Absence of Dispatcher Supervisor Role:**

a. There is no intermediary role between the Operations Manager, Mr. Hussein and the dispatcher

b. There is no Dispatcher Supervisor or Head to oversee the dispatchers

c. As a result, it creates a disconnect in management and communication within the team.

3. **Absence of Invoice Reviewer:**

a. Currently, there is no designated Invoice Reviewer to assess the invoices generated by the Invoice Administrator.

b. This lack of oversight may lead to errors or inconsistencies in the invoicing process.

3.2.3. No Vehicle Tracking

1. Nuskin is not utilizing any IoT devices for tracking vehicle health or location, which can hinder operational efficiency and accountability.

3.2.4. Unorganized Supplier Environment

1. Uncontrollable Inquires

a. From personal internal connections and relations, the Managing Director is receiving numerous inquiry requests on a daily basis.

b. It results in no time to process and respond to each one of them.

2. Lack of Data Management Support:

a. There is currently no specific person at Nuskin to extract data from the Managing Director and input it into the system.

b. This leads to challenges in managing supplier-related requests.

3. Unstructured Supplier Environment:

   a. The Nuskin team faces a chaotic environment at the supplier level, which is neither steady nor systematic.
   b. Requests are received in an unstructured and disorganized manner, complicating client interactions.

4. Need of Training for Suppliers:

   a. The Nuskin team requires ample time to educate DOH supplier operators, as the contract was signed only last year, making process streamlining a gradual effort.

5. Lack of Emergency Protocols:

   a. There is no systematic approach for handling emergency requests within the Nuskin team.
   b. In urgent situations, they often bypass established processes to expedite transport, which can lead to unforeseen issues due to a lack of a flexible response strategy.

3.2.5. Invoice Rejection

1. So far, 69 invoices have been rejected due to a lack of clarity regarding transportation arrangements for medical appointments

2. The issue arises because the descriptions of the services provided to patients and their families are rigidly defined.

3. If Nuskin offers any services beyond what is specified in the LOG receipt, the entire invoice for that patient is rejected by DOH sent at the end of the month.

4. This includes charges not listed in the LOG receipt for services rendered to the patient and their family members.

3.2.6. Service Coordination

1. **Inadequate CRM Updates:** The current CRM system fails to automatically update patients' U.S. contact numbers and new addresses, despite dispatchers having access to this information.

2. **Lack of Treatment Schedule Sharing:** There is a struggle to obtain treatment schedules from patients directly, which is crucial for efficient coordination and service delivery.

3. **Previous Malpractice Impact:** Past experiences with dishonest transportation companies have led to reluctance in sharing treatment schedules.

4. **Invoice Rejection Issues:** The Department of Health compares invoices against services provided during medical appointments. Any discrepancies lead to invoice rejections.

3.2.7. Invoicing and Communication

1. **Communication Gap:**

   a. There is a significant disconnect between the dispatchers and the accounting (invoicing) department hindering essential data needed to issue invoices accurately.

   b. As a result of this communication gap, Nuskin invoices are frequently getting rejected.

2. **Insufficient Trip Information:** There is a lack of clarity regarding contracted and non-contracted trips when sending invoices, resulting in potential errors.

3. **Direct Dispatcher Interaction:** Most dispatchers are communicating directly with the operation manager instead of the accounting team for invoicing purposes.

4. **Information Collection Difficulties:** Gathering necessary information from the dispatchers for invoicing purposes is challenging, causing delays and complications in the invoicing process.

3.2.8. Direct Communication Between Dispatchers and Patients

1. Sensitive Information Disclosure:

    a. The direct connection between dispatchers and patients poses a risk as sensitive information is shared directly.

    b. The patient's medical treatment plan, current U.S. address, and mobile number, is shared directly with the dispatcher.

2. Lack of Official Documentation:

    a. There is no formal paperwork or systematic process in place for handling sensitive patient information when it is passed to the dispatcher.

    b. Information is communicated directly from the patient rather than through an official Nuskin order, leading to potential privacy concerns.

    c. If the dispatcher is away from the job, then it will be difficult to manage drivers, patients and their scheduled trips within that duration.

3.2.9. LOG Expiration Management Challenges

1. **Lack of Expiration Tracking:** The current system does not track the expiration of the Letter of Guarantee (LOG) leading to an inability to notify admins of expired LOGs.

2. **Delayed Requests for Renewal:** As a result the Nuskin team cannot identify when a patient's LOG has expired, hindering their ability to request a new LOG from DOH

3. **Transport Services Continued:**

    a. The Nuskin team should ideally halt transport services to the patient and their family members while waiting for the LOG renewal.

    b. However, they continue to provide services unaware of the LOG expiration.

4. **Invoice Issues:**

    a. Despite the expired LOGs, the Nuskin team continues to generate invoices, then submitted to DOH reflecting Nuskin poor operating style

b. The DOH rejects these invoices due to the expired LOG status, resulting in a significant administrative challenge for Nuskin.

3.2.10. Inadequate Oversight of Non-Contracted Drivers

1. **Driver Assignment Discrepancy:** Currently, the assignment of non-contracted drivers to specific trips is solely managed by the dispatchers, creating a lack of oversight.

2. **Invoicing Issues:** There is no invoicing process for non-contracted drivers within the Nuskin team, leading to potential discrepancies in accounting and reporting.

3. **Communication Gap:** The dispatchers manage these arrangements without the knowledge or involvement of the Nuskin Admin team, resulting in significant challenges in tracking and documenting these trips.

4. **Operational Challenge:** This lack of traceability creates a major operational challenge, as there is no formal record or accountability for the services provided by non-contracted drivers.

4. Proposed Solutions

4.1. Business Requirements

1. **BR1:** Build a *Main System* that can streamline the optimal business process, automate the required actions by avoiding the communicational and operational dependencies and adding flexibility to speed up the results.

2. **BR2:** Upgrade or rebuild the Nuskin website to clearly present the full range of services, featuring customer testimonials and a feedback section to build credibility, clarity and attract new clients apart from existing channels.

3. **BR3:** Implement SEO optimization for the Nuskin website, including keyword targeting, metadata management, and content optimization to improve search engine visibility and attract organic traffic.

4. **BR4:** Integrate tracking module with the system to be built with various operational levels that allows authorized personnel at Nuskin to monitor and track real-time location of the trips and rides.

5. **BR5:** Develop a *Driver-Vehicle Management System* that allows for the efficient assignment and tracking of drivers.

    a. Effectively manage ride assignments to drivers and ensure timely pickups and drop-offs.
    b. Manage and schedule trips for unofficial rides requested by Patients.
    c. Update new trips, vehicles, and drivers data within the system.
    d. Generate monthly reports to share with the Supervisor.

6. **BR6:** Build a *Dispatcher Management System* that empowers a Dispatcher Supervisor role to manage and coordinate dispatchers across various areas, improving operational efficiency and communication.

    a. Review and process reports submitted by dispatchers, verifying timely and accurate information to be shared with the invoicing team.

b. Coordinate with drivers and patients to assign rides in the absence of a specific area dispatcher, maintaining service continuity.

c. Monitor real-time trip assignments and track driver locations currently serving in one city.

7. **BR7:** Create a *Centralized Communication* platform for Dispatchers, Dispatcher Supervisor and the Operations Manager, for real-time updates, quicker and better connectivity to streamline operations and foster better team collaboration.

8. **BR8:** Design and integrate an *Invoice Review* module to validate invoices based on predefined parameters integrated within the system which is generated by the Invoice Administrator to ensure accuracy and consistency in the invoicing process.

9. **BR9:** Discuss with stakeholders to finalize the various inquiry channels and request types to build and develop inquiry tracking feature that categorizes and prioritizes supplier requests based on urgency and other factors.

10. **BR10:** Implement a structured data entry process that allows designated personnel to effectively manage and update supplier requests, queries and details within the system to lessen the burden of higher authority.

11. **BR11:** Discuss with stakeholders to conclude on the necessary steps to include for rapid response protocols feature that guides the Nuskin team through emergency procedures while maintaining accountability and documentation.

12. **BR12:** Ensure the enhancement of functionality that will automate the resources action by eliminating manual entry effort in Excel sheet for each of the following:

a. Updates patient and family member details in the system database as soon as receipt of the LOG is received from DOH.

b. Automatically update patient records with the latest details after their first appointment like new contact, address etc. information without manual intervention.

c. Automated workflow will update records immediately when dispatchers submit reports to their supervisors at the end of every month.

13. **BR13:** Implement a secure portal within the patients system to input and update their treatment plans and reports directly, making details available for timely communication and coordination of services among the Nuskin Operators.

14. **BR14:** Integrate an automated verification system within the invoicing module to cross-reference the services provided during medical appointments with the submitted LOG receipts, reducing discrepancies and minimizing invoice rejections.

15. **BR15:** Implement a trip classification check that clearly marks trips as either "contracted" or "non-contracted" within the system where required . This will enable the accounting team to distinguish trip types easily during invoicing.

16. **BR16:** Brainstorm and streamline the strategies for smooth and accurate data exchange necessary for invoicing, between Dispatcher and Invoicing team. Develop a dedicated interface in the system to overcome the hurdle.

17. **BR17:** Establish a defined workflow in the system that allows dispatchers to submit trip and service details directly to the Invoicing team, by passing involvement of Operation Manager.

18. **BR18:** Integrate a privacy compliance protocol within the *Main System* to ensure all patient information and transactions exchanges follow standard data protection policies. This will include access controls, audit logs, and user authentication to secure sensitive data and maintain patient confidentiality.

19. **BR19:** Implement a secure module within the *Dispatcher System* to receive and handle sensitive patient information e.g., medical treatment plan, address, and contact details and should restrict access to authorized personnel only.

20. **BR20:** Establish a workflow within a system to be built, when a patient submits his information like a medical report, contact no. or regular follow up schedule then it should pass to dispatchers via Nuskin administrative observation.

21. **BR21:** Implement a time-bound LOG tracking feature in the system to monitor and track the expiration dates of each patient's LOG. Automated alerts should notify admins and relevant departments of impending expirations, ensuring timely action for outdated cases.

22. **BR22:** Enable the system to generate renewal requests to the Department of Health (DOH) for expired LOGs automatically. This feature will allow the Nuskin team to proactively manage renewals, ensuring service continuity and compliance.

23. **BR23:** Integrate a rule-based suspension feature that notify each Nukin department to halt transport services and other related processes for patients and his family members whose LOG has expired until a new LOG is issued by DOH.

24. **BR24:** Develop controls within the invoicing system to prevent invoices from being generated for cases under expired LOGs. This will ensure that only valid, LOG-compliant services are invoiced, reducing rejection rates from DOH and improving administrative accuracy.

25. **BR25:** Introduce a system feature that allows dispatchers to add and assign trips to the non-contracted drivers as well. This will ensure that assignments are documented & authorized, adding oversight to the use of non-contracted drivers.

26. **BR26:** Involve stakeholders to plan and prepare pricing modules for non-contracted drivers and integrate within the system. It should include fields for trip details, costs, driver identification, and dates of service for accurate financial tracking.

27. **BR27:** Implement a dedicated module within the *Dispatcher System* that allows dispatchers to notify the Nuskin Admin team of trips involving non-contracted drivers for the sake of better transparency and documentation of services.

28. **BR28:** Establish a formal record-keeping process within the system for trips completed by contracted and non-contracted drivers, including trip purpose, duration, driver details, and associated costs to address traceability issues, ensure Invoicing accountability and maintain reporting records.

29. **BR29:** Facilitate an informative Dashboard in the *Super Admin Panel* to track and analyze operational and administrative performance to take data-driven decision making.

30. **BR30:** Integrate fields such as Service Types, Client Types, Patient Types, Price Listing, Vehicle Types, Appointment Types and Escort Types within the main system to enhance service categorization and streamline operations to ensure accurate tracking and reporting across departments.

31. **BR31:** Implement a mandatory, one-time data entry form into the system upon initial patient entry, ensuring seamless data flow across all Nuskin services, reducing redundancy, and enhancing operational efficiency.

32. **BR32:** Implement a checkbox feature during patient data entry to clearly identify government-covered services, such as airport and hospital transportation, official escorts to minimize invoicing errors and risk of invoice rejections by the DOH.

33. **BR33:** Implement a feature within the invoicing system to select the type of vehicle and associated service before generating an invoice. This selection will ensure accurate pricing based on predefined rates for different vehicle types.

34. **BR34:** Develop a comprehensive price list that includes all vehicle types and corresponding service charges specific to each location (e.g., New York). This list will be used to automatically populate invoice pricing based on the selected vehicle and service type, reducing pricing errors.

35. **BR35:** Integrate system with calculation mechanism for generating custom quotations. It will enable dispatchers to create and send custom quotes utilizing the backend pricing structure during intercity requests, especially when authorized personnel are unavailable.

36. **BR36:** Develop validation mechanisms to ensure that patient service dates do not overlap with contract dates. If there is a conflict (i.e., service dates falling outside the specified contract date range), the system should generate an error message to alert users and prevent the completion of the entry.

37. **BR37:** Introduce custom fields in the system to capture essential service-related information during new patient request registration based on different natures of LOG. This functionality will ensure accurate service tracking from management till Invoice generation.

38. **BR38: Unified Invoice Generation**

    a. To enhance the invoicing process the system shall include a field for the driver's name for each trip served to a patient.
    b. This addition will eliminate the need for separate invoicing for drivers, allowing the system to generate a single invoice from the same pool of records.
    c. It will ensure that invoices for contracted drivers can be compiled at the end of each month with all required details accurately included.

39. **BR39:** Integrate a credit card payment collecting process module within the system to enable advance payment for services related to unofficial escorts. Customers must enter their credit card information at the time of booking ensuring payment is secured before service delivery.

40. **BR40:** Display a service selection section on the website's homepage that prompts users to choose the type of service they wish to access, such as transportation, visa renewal, or other special services. Upon selection, the system will direct users to the corresponding service-specific homepage, ensuring a tailored experience based on their needs.

41. **BR41:** Develop a centralized platform that allows for the seamless management of multiple services—including transportation, visa renewal, and housing—within a single interface. This platform will ensure that once a patient or client is entered into the system, all related services can be offered, handled, and processed efficiently in a unified manner.

42. **BR42:** The platform goal is to facilitate the management of services under a consistent and single SOP structure, with the only variation being the currency, which can be easily adjusted as needed for different regions.

43. BR43: Patient Platform functionalities

a. Develop a patient mobile application that allows users to request transportation services via multiple channels, including in-app orders, phone calls, and WhatsApp, ensuring flexibility in communication methods.

b. Introduce varied ride types within the application to accommodate both contract-related trips and unofficial requests (e.g., grocery store or mall visits), providing users the option to select their ride type at the time of request.

c. Implement a mechanism within the app that distinguishes between rides covered under the patient's contract and those outside of it. Rides within the contract will display applicable options, while external requests will be treated similarly to standard ride-hailing services.

d. When a patient or family member requests a taxi through the application, they must submit essential information such as the purpose of the ride and desired pickup time. This information will facilitate efficient dispatching.

e. Integrate a real-time notification system within the application to keep patients and their families informed about the driver's location and estimated arrival times, enhancing their overall experience and reducing the need for manual communication with dispatch.

44. BR44: Training Program for Nuskin team

a. Develop a comprehensive training program and resources within the Nuskin management and department staff with the new system, platform, and established workflows.

b. The program will ensure that all personnel are well-versed in the new processes, enhancing their efficiency and adaptability in utilizing the platform effectively.

c. The training will consist of live sessions, hand-on workshops and ongoing support to ensure a smooth transition to the new system.

5. Stakeholders

5.1. List of Nuskin Elite Stakeholders

Sr. No.	Stakeholder Name	Job Titles
1.	Mr. Hussein	Managing Director & Operation Manager
2.	Mr. Motaz Taha	Administration Manager
3.	Muhammed Isa	Invoicing Administrator Supervisor
4.	Yaseer Abdeen	Invoicing Administrator
5.	Mostafa Fakhry	Call centre Administrator Supervisor
6.	Mohamed Nabil	Call Centre Administrator
7.	Youssef Thabet	Call Centre Administrator
8.	Omer Khaled	Call Centre Administrator
9.	Mohamed Hosny	Call Centre Administrator
10.	Nuha Shakak	VISA Administrator Supervisor
11.	Yousef Thabet	Visa Administrator – Documents Collector
12.	Omar Khaled	Visa Administrator – Form Filler
13.	Ayman Obama	Visa Administrator – Post Handler
14.	Mohamed Nabil	Visa Administrator – Special Cases
15.	Walid Elhussien	Development Manager
16.	Wajid Lodhi	Finance Manager
17.	Anne	Account Payable and Receivables

5.1. List of Moweb Technologies Stakeholders

Sr. No.	Stakeholder Name	Job Titles
1.	Jainam Shah	Chief Executive Officer (CEO)
2.	Kaushal Panchal	Sales Manager
3.	Deep Trivedi	Delivery Head and Project Manager
4.	Vedant Pandya	Associate Business Analyst

6. Glossary

Here is the list of Business Jargon that will be used across the entire project cycles and documentation in order to help and standardize the terminologies throughout the project discussions, minimizing misinterpretation.

Sr. No.	Abbrevation	Stand For
1.	DOH	Department of Health (UAE)
2.	GHQ	Embassy of UAE
3.	LOG	Letter of Guarantee
4.	PRN	Patient Reference Number
5.	IPC	International Patient Care

7. Approval

7.1. Final Sign-Off

This section signifies the collective agreement and approval of all stakeholders regarding the Business Requirements Document (BRD) for the Nuskin project. By signing this document, all parties confirm their alignment on the identified business requirements, project objectives, and proposed solutions.

7.2. Approval Confirmation

We hereby acknowledge that we have reviewed the contents of this BRD and agree to the terms outlined herein. All stakeholders, including the Nuskin Elite Team, are confident in the proposed changes and understand that the implementation of these solutions will enhance operational efficiency, improve service delivery, and foster a culture of continuous improvement.

7.3. Signatories

1. Nuskin Elite Authorized Person Name: _____

2. Signature: _____

3. Date: _____

This approval grants authorization to proceed with resource allocation and project execution as outlined in this document. All parties are committed to collaborating effectively throughout the project lifecycle, ensuring successful implementation and adherence to compliance standards.

End of Document

Thank You