SOUTHERN CHAMBERS OF COMMERCE MEMBERSHIP MANAGEMENT SYSTEM

Final Report

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USAID JORDAN ECONOMIC DEVELOPMENT PROGRAM

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DELOITTE CONSULTING LLP.

USAID/ JORDAN
OFFICE OF ECONOMIC GROWTH (EG)

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AUTHOR: PRIMUS SOFTWARE AND WEB SOLUTIONS

DELIVERABLE N$^{\underline{O}}$: 6.2.5.A.2.25.5 COMPUTERIZE THE
MEMBERSHIP AND SUBSCRIPTION MANAGEMENT SYSTEM AT
FOUR SOUTHERN CHAMBERS OF COMMERCE

CONTENTS

EXECUTIVE SUMMARY

Primus designed and developed a Computerized Membership Management System to manage member accounts in the Southern Chambers of Commerce (Karak, Mazar, Maan and Tafileh). The Computerized system has been developed in accordance with the current membership management system of the Amman Chamber of Commerce.

Part of the developed system was a replication of the Amman Chamber of Commerce management system. In line with this replication, the developed system will introduce good practices and governance to the Southern Chambers of Commerce and will accordingly improve their performance and service delivery.

As a result, the chambers will increase their credibility among their members. This in turn will make members more confident in the chamber as an organization that groups them to actively and collectively face the challenges in their businesses.

ACHIEVEMENT OF THE PROJECT'S OBJECTIVES

MEMBERSHIP

Membership service includes managing member accounts. It contains the following functions:

- Membership Management:
    - Add new member.
    - View and update branches and branches' data
    - View and update agencies and agencies' data
    - View and update board of directors
    - View and update partners
    - View and update professions
    - View and update building owner
    - View the services that requested given to member
    - View all historical actions for each member
    - View and update the signature for each owners and partners
    - View the archives document
    - View the pending modification for each member
    - View the Guarantees
    - View the real estate ownership

- Membership Renewal
- Advanced Search based on all available fields
- Manage Member's Capital
- Membership cards for members and non-members
- Display membership services

CERTIFICATE OF ORIGIN

This service includes issuing certificates of origin for members. It contains the following functions:
- Certificate of Origin Management
- Copy of Certificate of Origin

GUARANTEES

- Guarantees Management (Add, Edit, Delete)
- Historical file

CERTIFIED DOCUMENTS

Through the certified documents system, users can do the following:

- Copy of Original Certificate
- Signature Confirmation
- Recommendation Letter
- Recommendation Certificate

ACCOUNTING

Through the accounting system, users can do the following:

- Receive payments
- Print invoice
- Print certificate of origin
- Print membership certificates
- Modify service

REPORTS

The system provides a wide range of reports and statistics. Reports can be generated according to a search criterion in various formats including, tables and charts. Reports can be viewed, printed and exported into PDF, Word and Excel documents.
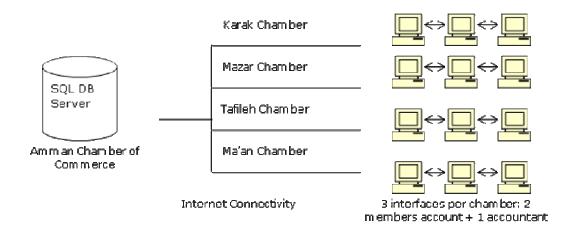
PROJECT PERFORMANCE

GENERAL FEATURES

Design and Develop the Southern Chambers of Commerce Membership and Subscription Management System. The system is user-friendly that can be easily managed by non-technical staff that does not need any technical skills. It meets the following specifications:

- The system is completely web-based.

- The system runs on MS SQL DB.

- The interface language of the system is Arabic; however, supports bilingual content.

- The system supports concurrent multiple users with different authorization and authentication levels.

- The system allows for integration with other applications (Accounting, Archiving).

- The system has a user manual.

SYSTEM ARCHITECTURE

Proposed Architecture (Centralized Database)
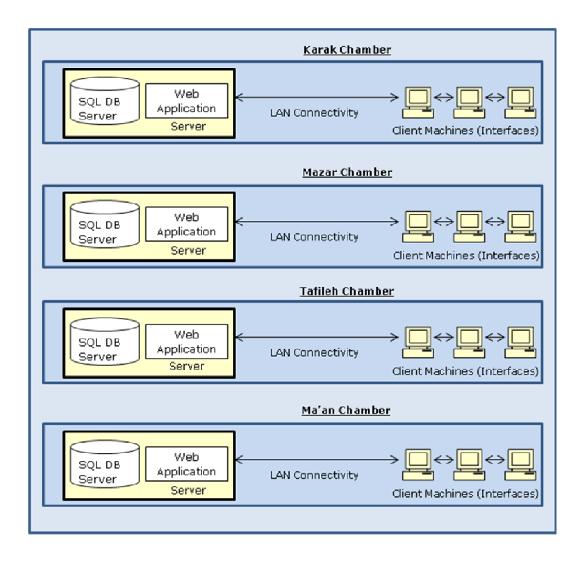
This architecture was supposed to be implemented for the Southern Chambers of Commerce but due to the lack of the infrastructure at the chambers, this approach changed to a distributed database.

Implemented Architecture (Distributed Database/Stand Alone)

This approach meets the chambers needs since they requested to keep every chamber connected to the system through its own server.

Hardware Specifications

SABEQ procured the four Southern Chambers of Commerce with four computers that have the following specifications:

Dell Optiplex 360 Technical Specifications	
Processor	Intel Core 2 Duo E8400(3GHz,133MHz)
Cache	6MB Cache
Memory	2GB DDR2 Quad Channel FBD Memory,800MHz
Hard Disk Drive	250GB Serial ATA HDD 7200RPM
Optical Drive	DVD+RW Super Drive
Video Card	Integrated Intel Graphics Media Accelerator 3100
Display	19" LCD Monitor
Mouse	Dell USB Optical Mouse with scroll + Mouse Pad
Keyboard	Dell Enhanced Quiekey USB A/L Black keyboard
Wired Communication	Integrated Broadcom® BCM5787 Gigabit1 LOM 10/100/1000
Operating System	Windows XP Pro
Power Supply	305W
Country of Origin	Main System: Ireland Monitor & Keyboard: Fareast, Mexico

PLANNED AND ACTUAL MILESTONES AND COMPLETION DATES

MILESTONES PLANNED AND ACTUAL

The following table illustrates the major milestones with the planned and actual completion date:

Milestones Planned vs. Actual

Milestone / Deliverable	Planned Date	Actual Date
Site Survey (Hardware Requirements)	July 22nd, 2008	July 22nd, 2008
Site Survey (Software Requirements)	August 7th, 2008	August 7th, 2008
System Design Approval	August 17th, 2008	January 8th, 2009
Development of System Modules	September 15th, 2008	January 21st, 2009
Testing the system	September 24th, 2008	February 2nd, 2009
Creating user Manual	September 28th, 2009	February 9th, 2009
User Training (first time)	June 25th, 2009	June 25th, 2009
Deliver the server for Tafileh Chamber	December 2nd, 2009	December 2nd, 2009
Deliver the server for Ma'an Chamber	December 3rd, 2009	December 3rd, 2009
Deliver the server for Karak & Mazar Chambers	December 6th, 2009	December 6th, 2009
Users Training – Karak & Mazar Chambers	December 19th, 2009	December 19th, 2009
Users Training – Tafileh Chamber	December 20th, 2009	December 20th, 2009
Users Training – Ma'an Chamber	December 23rd, 2009	December 23rd, 2009

CHANGES DONE ON THE SYSTEM

Feedback from the Client

- Guarantees
  - Add the national number of the Guaranteed & the Guarantor
  - The ability to enter the Guarantor details manually instead of restricting it to the members only
- Reports
  - The certificate of origin for the European countries is not showing.

       ○ Increase the font size in the reports if possible.

       ○ Make the national number of the exporter and the national number of the organization optional.

Change Requests

- Reports
    - ○ Generate a report of members according to the sector they belong to.

- Membership
    - ○ There are new regulations issued that need to be reflected on the system, which will affect the calculation module.

Final Comment

This project is completed successfully according to the signed ToR. Primus team followed all the standards and the best practices in all the project life cycle in order to meet the client satisfaction and expectations by developing a web application, which facilitates to the southern chambers of commerce a robust interface. This interface enables them to manage the members' accounts and provide the merchants with the needed service such as the certificate of origin, guarantees, certified documents and allows them to print several important reports related to the developed system.

APPENDICES

APPENDIX 1: PROJECT PLAN

ID	ⓘ	% Complete	Task Name	Duration	Start	Finish	Baseline Duration	Baseline Start	Baseline Finish	Predecessors
1	✓🗐	100%	Shouthren Chamber of Commerce Web Application	356.75 days	Sun 7/13/08	Sun 12/27/09	60.5 days?	Sun 7/13/08	Sun 10/19/08	
2	✓🗐	100%	Initiating the Project	0 days	Sun 7/13/08	Sun 7/13/08	0 days	Sun 7/13/08	Sun 7/13/08	
3	✓🗐	100%	Kick off Meeting	0 days	Sun 7/13/08	Sun 7/13/08	0 days	Sun 7/13/08	Sun 7/13/08	
4	✓🗐	100%	Analysis Phase	14 days	Tue 7/22/08	Sun 8/10/08	14 days	Tue 7/22/08	Sun 8/10/08	days 7+FS2
5	✓🗐	100%	Site Survey (Hardware Requirements)	1 day	Tue 7/22/08	Tue 7/22/08	1 day	Tue 7/22/08	Tue 7/22/08	
6	✓🗐	100%	Membership Module	3 days	Wed 7/23/08	Sun 7/27/08	3 days	Wed 7/23/08	Sun 7/27/08	5
7	✓🗐	100%	Certificate of Origin	3 days	Mon 7/28/08	Wed 7/30/08	3 days	Mon 7/28/08	Wed 7/30/08	6
8	✓🗐	100%	Guarantees	2 days	Mon 7/28/08	Tue 7/29/08	2 days	Mon 7/28/08	Tue 7/29/08	6
9	✓🗐	100%	Certified Documents	2 days	Thu 7/31/08	Sun 8/3/08	2 days	Thu 7/31/08	Sun 8/3/08	7
10	✓🗐	100%	Accounting Module	2 days	Thu 7/31/08	Sun 8/3/08	2 days	Thu 7/31/08	Sun 8/3/08	7
11	✓🗐	100%	Reports	2 days	Mon 8/4/08	Tue 8/5/08	2 days	Mon 8/4/08	Tue 8/5/08	9
12	✓🗐	100%	Site Survey (Software Requirements)	2 days	Wed 8/6/08	Thu 8/7/08	2 days	Wed 8/6/08	Thu 8/7/08	11
13	✓🗐	100%	Client sign on the Technical Analysis	1 day	Sun 8/10/08	Sun 8/10/08	1 day	Sun 8/10/08	Sun 8/10/08	12
14	✓🗐	100%	Design Phase	97 days	Mon 8/11/08	Thu 1/8/09	5 days	Mon 8/11/08	Sun 8/17/08	4
15	✓🗐	100%	Design of Concept (master pages)	2 days	Mon 8/11/08	Tue 8/12/08	2 days	Mon 8/11/08	Tue 8/12/08	
16	✓🗐	100%	Design of Concept (maintenace pages)	1 day	Mon 8/11/08	Mon 8/11/08	1 day	Mon 8/11/08	Mon 8/11/08	
17	✓🗐	100%	Customer Review the Design	1 day	Tue 8/12/08	Tue 8/12/08	1 day	Tue 8/12/08	Tue 8/12/08	16
18	✓🗐	100%	Change on Design	1 day	Wed 8/13/08	Wed 8/13/08	1 day	Wed 8/13/08	Wed 8/13/08	17
19	✓🗐	100%	Customer Review the Design	1 day	Thu 8/14/08	Thu 8/14/08	1 day	Thu 8/14/08	Thu 8/14/08	18
20	✓🗐	100%	Official Approval	93 days	Sun 8/17/08	Thu 1/8/09	1 day	Sun 8/17/08	Sun 8/17/08	19
21	✓🗐	100%	Development Phase	85 days	Mon 8/11/08	Thu 12/18/08	24.5 days	Mon 8/11/08	Sun 9/14/08	4
22	✓🗐	100%	Database Development	5 days	Mon 8/11/08	Sun 8/17/08	5 days	Mon 8/11/08	Sun 8/17/08	
23	✓🗐	100%	Development of System Modules	29 days	Mon 8/18/08	Thu 12/18/08	19.5 days	Mon 8/18/08	Sun 9/14/08	22
24	✓🗐	100%	Production Phase	9 days	Sun 1/11/09	Wed 1/21/09	1 day?	Sun 9/14/08	Mon 9/15/08	21,20
25	✓🗐	100%	Integration of the System modules	9 days	Sun 1/11/09	Wed 1/21/09	1 day?	Sun 9/14/08	Mon 9/15/08	
26	✓🗐	100%	Testing Phase	8 days	Thu 1/22/09	Mon 2/2/09	8 days	Sun 9/14/08	Wed 9/24/08	24
27	✓🗐	100%	Testing the User Interface	3 days	Thu 1/29/09	Mon 2/2/09	5 days	Sun 9/14/08	Sun 9/21/08	days 5+SS28
28	✓🗐	100%	Testing System Functionality	8 days	Thu 1/22/09	Mon 2/2/09	8 days	Sun 9/14/08	Wed 9/24/08	
29	✓🗐	100%	Documentation Phase	10 days	Tue 1/27/09	Mon 2/9/09	7 days	Wed 9/17/08	Sun 9/28/08	
30	✓🗐	100%	Preparing the user Manual	10 days	Tue 1/27/09	Mon 2/9/09	7 days	Wed 9/17/08	Sun 9/28/08	days 3+SS26
31	✓🗐	100%	Deploymnet Phase	205.75 days	Tue 2/3/09	Thu 12/3/09	6 days	Wed 9/24/08	Sun 10/19/08	26
32	✓🗐	100%	Upload on test Location	1 day	Tue 2/3/09	Tue 2/3/09	1 day	Wed 9/24/08	Thu 9/25/08	
33	✓🗐	100%	Client Review the System & Send the Feedback	46 days	Mon 2/23/09	Mon 4/27/09	2 days	Thu 9/25/08	Mon 9/29/08	days 13+FS32
34	✓🗐	100%	Development of Client Notes	10 days	Wed 5/13/09	Tue 5/26/09	2 days	Mon 9/29/08	Tue 10/7/08	days 11+FS33
35	✓🗐	100%	Client Review the System	20 days	Wed 5/27/09	Tue 6/23/09	1 day	Tue 10/7/08	Wed 10/8/08	34
36	✓🗐	100%	User Training	2 days	Wed 6/24/09	Thu 6/25/09	2 days	Wed 6/24/09	Thu 6/25/09	35
37	✓🗐	100%	Installing the application & the database on the clients' mac	27 days	Tue 10/20/09	Tue 12/1/09	27 days	Tue 10/20/09	Tue 12/1/09	days 73+FS36
38	✓🗐	100%	Deliver the server for Kerak & Mazar Chambers	0.75 days	Tue 12/1/09	Tue 12/1/09	0.75 days	Tue 12/1/09	Tue 12/1/09	37
39	✓🗐	100%	Deliver the server for Ma'an Chamber	1 day	Wed 12/2/09	Wed 12/2/09	1 day	Wed 12/2/09	Wed 12/2/09	38
40	✓🗐	100%	Deliver the server for Tafileh Chamber	1 day	Thu 12/3/09	Thu 12/3/09	1 day	Thu 12/3/09	Thu 12/3/09	39
41	✓🗐	100%	Training Phase	5 days	Sun 12/20/09	Thu 12/24/09	5 days	Sun 12/20/09	Thu 12/24/09	
42	✓🗐	100%	Training for Kerak Chamber Staff	0.5 days	Sun 12/20/09	Sun 12/20/09	0.5 days	Sun 12/20/09	Sun 12/20/09	days 10+FS40
43	✓🗐	100%	Training for Mazar Chamber Staff	0.5 days	Sun 12/20/09	Sun 12/20/09	0.5 days	Sun 12/20/09	Sun 12/20/09	42
44	✓🗐	100%	Training for Tafilah Chamber Staff	1 day	Mon 12/21/09	Mon 12/21/09	1 day	Mon 12/21/09	Mon 12/21/09	43
45	✓🗐	100%	Training for Ma'an Chamber Staff	1 day	Thu 12/24/09	Thu 12/24/09	1 day	Thu 12/24/09	Thu 12/24/09	days 2+FS44
46	✓🗐	100%	Closing the Project	1 day	Thu 12/24/09	Sun 12/27/09	1 day	Sun 10/19/08	Thu 10/9/08	41
47	✓🗐	100%	Get official approval from the client	0 days	Thu 12/24/09	Thu 12/24/09	0 days	Sun 10/19/08	Sun 10/19/08	
48	✓🗐	100%	Lunching the System	1 day	Sun 12/27/09	Sun 12/27/09	1 day	Sun 10/19/08	Sun 10/19/08	

APPENDIX 2: SOUTHREN CHAMBERS OF COMMERCE APPROVALS

Al-Karak Chamber of Commerce

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Ma'an Chamber of Commerce

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APPENDIX 3: MAINTENANCE AGREEMENT

APPENDIX 4: USER MANUAL - ARABIC