



CUSTOMER
Client govt. #
VFS ID
Name
Contact phone
Contact email

ROLES
ID
Type
Name
Permissions
Assigned users

CALENDARS
ID
Type
Name
Permissions
Assigned users

Role Types	Role Permissions
Admin	Access all areas
Area/Snr Manager	Visibility
Deputy Manager	Read/Write
Counter	Read only

Calendar Permissions	Calendar Types
Create/edit/delete	Standard OOTB
Visibility	Bespoke - TBC
Read/Write	
Read only	

Read/Write
Opening days
Opening times
Public holidays

Standard OOTB
VAC #1.1
VAC #1.2
VAC #2.1

Role Assigned User
aaa@vfsglobal.com
xx@vfsglobal.com
yy@vfsglobal.com
zz@vfsglobal.com

APPOINTMENTS
ID
Type
Name
Duration
Price
VAS?
Manifest
Assigned counter group

SERVICES
ID
Type
Name
Duration
Price
VAS?
Manifest
Assigned counter group

RESOURCES
ID
Type
Name
Counter group
Assigned users
Operating days
Operating times

Appointment Type
Standard date/time
Category
Mixed category/date/time

Assigned counter group
ID
Type
Name
Assigned users
Operating days
Operating times

Price
Currency
Cost

VAS?
Yes/No

Manifest
Client govt. #
Appointment #
Name
Contact phone
Contact email
VAS?
Amount paid
Notes

Service Type
Document scanning
Courier

Assigned counter group
ID
Type
Name
Assigned users
Operating days
Operating times

Counter group types
Anyone
Standard
Category
VAS

Price
Currency
Cost

VAS?
Yes/No

Manifest
Client govt. #
Appointment #
Name
Contact phone
Contact email
VAS?
Amount paid
Notes

Standard date/time
dd - mm - yyyy - hh - mm

Category
OCI
dd - mm - yyyy
Passport renewal
dd - mm - yyyy
Visas
dd - mm - yyyy

Mix category/date/time
OCI
dd - mm - yyyy - hh - mm
Passport renewal
dd - mm - yyyy - hh - mm
Visas
dd - mm - yyyy - hh - mm

Counter group types
Anyone
Standard
Category
VAS