

1. Product Overview

TRIEX is a responsive web application for travel passengers.

Its purpose is to centralize trip information, vouchers, documentation and loyalty points in a simple and clear interface.

The product is designed as an MVP focused on real operational use and scalability.

2. Target Users & Roles

Passenger: Final user who accesses trip information, vouchers and points.

Admin: Internal role with full system configuration access.

Operator: Internal role focused on daily operations without sensitive settings access.

3. Authentication & Access

Passengers can access using email + password or magic link.

Admins and operators access via secure credentials.

Session must persist correctly after successful login.

4. Passenger Core Flows

Home Dashboard displaying next trip, next required action, notifications and points.

Trip detail view including itinerary, status and documentation.

Voucher visualization and download.

Points visualization with total balance and origin.

5. Trip States

Upcoming (before start date).

In progress (from start date).

Finished (after end date).

6. Backoffice Core Flows

Create and manage passengers.

Create and manage trips.

Assign passengers to trips.

Upload vouchers and documentation.

Assign loyalty points.

7. Notifications

System-generated notifications for key events.

Notifications are visible inside the web app.

8. MVP Out of Scope

Online payments.

Point redemption.

Native mobile apps.

Automated WhatsApp messaging.

9. Non-Functional Requirements

Mobile-first responsive design.

Clear, minimal UI.

Secure authentication and data handling.