

## **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.