

## Step 1 – Customer Registration Form

Employee (or customer directly via web app) opens “**Add Customer**” form containing:

### Basic Information:

Field	Type	Description	Mandatory
Unique ID (auto)	Generated	System auto-creates	✓ Yes
Full Name	Text	Customer name	✓ Yes
Mobile Number	Number	Used for OTP & WhatsApp communication	✓ Yes
Alternative Number	Number	Optional	✗
Email Address	Email	For notifications	✓ Yes
Address	Text	Street/Area	✓ Yes
City / Village	Text	Manual entry	✓ Yes
Taluka	Dropdown	Predefined list	✓ Yes
District	Dropdown	Predefined list	✓ Yes
State	Dropdown	(e.g., Maharashtra, Gujarat, etc.)	✓ Yes
Pin Code	Number	For service zone identification	✓ Yes

## Step 2 – Vehicle Information

Each customer can register **one or multiple vehicles** (if needed).

Field	Type	Description	Mandatory
Vehicle Number	Text	Registration (e.g., MH12AB1234)	✓ Yes
Vehicle Brand	Dropdown	Toyota, Maruti, Tata, etc.	✓ Yes
Vehicle Model	Text	Model name (e.g., Innova Crysta)	✓ Yes
Year of Purchase	Year	Optional	✗
Vehicle Photo	Upload	Used for authenticity	✓ Yes

### ♦ Authentication:

- System can verify **vehicle number format** (e.g., MH12XX1234) before saving.

## Step 3 – OTP Verification

After clicking **Submit**, system triggers OTP flow:

1. System sends a **6-digit OTP** via:
  - **SMS** (through gateway like Twilio, MSG91, etc.)
  - **WhatsApp API** (for quick verification)
2. Customer enters OTP in frontend.
3. Backend verifies OTP → If correct:
  - Marks customer as “**Verified**” in database.

## Step 4 – Save Data & Generate Reference Code

Once verified:

System creates **Unique Reference Code (Ref ID)** for the customer:

Stores all info in customers & vehicles tables.

## Step 5 – Notification System

After successful registration:

### SMS Message Example:

Dear Rahul, your car *Toyota Innova (MH12AB1234)* has been registered successfully.

Your Reference ID: **CUST-MH12-000145**

– [Dealer Name]

### WhatsApp Message Example:

*Thank You for Visiting [Dealer Name]*

Your car *Toyota Innova (MH12AB1234)* has been added successfully.

Ref Code: *CUST-MH12-000145*

We'll notify you about offers, services & discounts soon!

### Email Example:

**Subject:** Registration Confirmation – [Dealer Name]

**Body:**

Hi Rohan,

Thank you for registering your vehicle with us. Your reference ID is

**CUST-MH12-000145.**

You'll receive notifications about service reminders, discounts & accessories.

## Step 6 – Admin Dashboard Features

- View all customers (filter by city, district, vehicle brand, verified/unverified).
- Click customer → see vehicle details, OTP verification status.
- Trigger manual **Thank You / Discount Notification** again.

## **Step 7 – Security & Validation**

- Validate all mandatory fields.
- Prevent duplicate vehicle numbers.
- Encrypt sensitive data (mobile, email).