

CAB SERVICES MANAGEMENT

1.INTRODUCTION

1.1 Purpose:

The purpose of the SRS document is to specify the requirements of both the cab drivers and the passengers using the cab. It is intended to be a complete specification of what functionality the system provides. The main purpose is to connect the driver with the passenger, who books the cab based on availability.

1.2 Intended Audiences:

The intended audience consists of developers, testers, project managers, leadership teams, sales, and marketing.

1.3 Scope:

The purpose of the online cab management systems is to ease cab management and to create convenient and easy-to-use applications for passengers, trying to book cabs. It can help people to travel from one place to another without the hassle of going outside and booking a taxi, which can be difficult if they are in a remote area where no taxi is usually available. It also helps in providing a management for the taxi drivers, who usually find it difficult to get a lot of customers, which now can be obtained more easily with the help of this cab service management system.

2.Overall Description

Cab services management is a service which enables users to travel from one place to another by booking a cab which can be done by choosing the location to which they need to travel. Users can choose from various types of cab services based on the number of people. The user can pay

the driver using various payment methods upon completion of the trip. The user can also give feedback on the trip inside the application.

3. Functional Requirements

3.1 Cab Search Facility

The cab search page should display details of the from and to locations, with date, time and no. of passenger fields from the user and shows all the relevant results to the user [date and time should be accurate and should be displayed in numbers]. The current location should automatically be selected if the location in your smartphone is switched on. Otherwise, we should be able to choose the location from the map and there should be an element for typing the name of the destination to which we need to travel [Name of the destination may contain symbols] [It should contain minimum of 1 character and a maximum of 40 characters]. After successfully inserting details about the destination and pickup location, the different types of cabs available based on the fares and no. of passengers should be displayed. [A small image of the kind of cab should be shown.]

3.2 Login facility with authentication such as captcha and a picture

The cab management services page should display options which require the user to mention if he is already a member of the service or is a new member. If he is a new member, he should be redirected to the sign-up page. He should be able to sign up using his:

1. Email id [must have at least 1 character] [validation for [email: example@mail.com](mailto:example@mail.com)] [should not start with numerical value].
2. Mobile number [should be unique and have at least some characters] [max. Of 10 characters] [should have a country code to avoid any confusion].
3. Google account [the interface should be redirected to Google's sign in page where you can type the username and password].
4. Facebook accounts. [the interface should be redirected to facebook's sign in page].

An OTP should be sent to the mobile number of the user to confirm whether the mobile number is already registered to the service. If yes, the user should be redirected to the login page where he can also use google or Facebook to login. Here, a forget password option should also be available in case the user forgets the password.

3.3 Passenger profile into to be captured

The page for entering the details of the user should be displayed. Elements for entering first name, second name, place and pin code should be mandatory and elements for gender and date of birth can be optional. First name and last name should contain minimum of 1 character]. First name and last name should not contain any numbers or special characters. Pin code should be of valid format [minimum of 6 digits which is according to the standard code based on different nationalities]. Element for entering the age and gender of the passenger is also given although it is not mandatory to fill them.

3.4 Cab master details shall be captured

Cab masters also have to sign up or login to use the platform. But they need to do so to provide the cab, when the user completes the booking. First a window for checking whether the cab master is already a user of the service should be shown. [this can be checked by using phone number]. If he/she is already a user, then they are redirected to the login page. An element for entering the user ID [user id should be unique, min. 1 character and max. 25 characters] and password [can contain alphanumerical, min. 8 characters] must be present. If he is a new user, he should be able to register by providing first name [min. 1 character, max. 20 characters, no special characters], last name [min. 1 character, max. 20 characters, no special characters], mobile number [unique] [maximum of 10 characters] [country code], age [more than the required age for driving].

3.4.1 Documents required for driver:

- Government ID number [should be unique] [multiple government ID should be supported] [like the government ID format of the country]
- Soft copy or proof of license [photo should be of jpg format] [should be less than 100kb in size] [less than 200px length & 150px width], bank account details should be given [different bank accounts should be supported]
- The account number and other details provided should be in the right format.

3.4.2 Documents of the vehicle:

- Option for submitting the registration details and tax documents of the vehicle should be present [soft copy jpg file enough having size less than 50 kb].

3.5 Cab schedule details with fare shall be maintained [fare can change depending on when they book]

The user, after selecting the cab and the type of trip needed, must be able to book the cab. There should be a confirmation page for the booking after selecting everything. It should also show the number of cab drivers in the locality. A cancel booking icon is needed which navigates back to the cab details page. One small window for showing the available cash

3.6 Cab ticket booking details.

The details of the booking should be displayed for the user to have an awareness all the time. The details of the arrival of the cab should be displayed in the map portion on the top half of the screen. The time required for the driver to reach the booking user should be updated continuously without any delay as the vehicle moves. After the booking is confirmed:

1. The driver should be able to connect with the user to confirm the location if there is any doubt regarding the location given on the map.

2. Driver should be able communicate with user by calling or texting. This call can take place either directly or through the company.
3. When a cab is booked by the user, an OTP should be sent to both the driver and the user so that they can confirm the trip upon meeting.

3.7 Payment

Users should be able to make the payment using different modes. The amount to be paid should be displayed right after selecting the type of cab and the travelling destination. Any form of coupon or discount codes should be shown in the payment tab. This should be automatically applied to the given amount so that the user doesn't forget to apply, making the overall experience more hassle free. The user should be able to:

1. Pay using cash. This option should be then selected inside the app interface by the driver.
2. Pay using google pay or any other UPI services.
3. Pay using debit card.

The driver provides his bank account details to which the amount paid by the passengers can be transferred with the help of the admin.

3.8 Feedback

The user should be able to give feedback after the payment is made and the trip is complete. Star rating-based feedback can be used for ease. Otherwise, a textbox where detailed feedback about the trip can be mentioned, should be given.

3.9 Admin

The admin is the person who overlooks the queries and bugs that the driver and passenger are facing. The admin can:

1. Manage the interface for both the passenger who is booking the cab and also the driver who provides the cab services.
2. The admin can revoke the user if he finds that the reviews are bad for a particular driver.
3. The admin can investigate reports and the suggestions posted by the users.