

CAB MANAGEMENT **SERVICE**

- **INTRODUCTION**

Both our daily lives and the world economy depend heavily on transportation. A good transportation infrastructure could significantly influence the growth of the industrial sector. The mechanism for obtaining transportation will become considerably more straightforward and effective as a result of this effort. In the alternate approach, the customer must contact a business, which will then assign a driver to the customer. To reduce time for the client and the business, this can be further automated utilising an app. A driver can pick between several customers in various areas while minimising unplanned travel by first scheduling a service in the app, then the customer will be identified on the map supplied in the driver's smartphone.

- **PURPOSE**

The purpose of this software is to build a user interface platform for CAB management service. Which enable users to access nearby transportation and make the transportation easier.

- **AUTHENTICATION**

There is a section available to sign in and the log in to an account. If the user does not have an account, they can create an account by selecting the sign in option. The Sign in contains sections for entering the email, creating password, username. It has section which will provide user option to create a rider or driver account.

Log in: It has username/email and password section, in which user have to provide details for log in, if the already has an account. If it is driver, they have to be more specific with their personal details.

There is forget password section which will help users to recover or change their passwords. Two step verification is available for greater security. And there will be a referral code section available.

- **INSCOPE**

- ❖ Landing Page: The interface available for users.
- ❖ Sign in portal: For creating an account.
- ❖ Log in portal: logging in to the account with user credentials.
- ❖ Options to select between driver and rider.
- ❖ Forget password section.
- ❖ Home page.
- ❖ Options for ride, rental and reservation.
- ❖ Selecting the kind of transport.
- ❖ Booking and cancellation.
- ❖ Location tracking and other location details.
- ❖ Payment methods.
- ❖ Chat support for users.

- ❖ Account settings.
- ❖ Driver interface.

- **OUT-OF-SCOPE**

- ❖ Two step verification.
- ❖ UPI payment methods.
- ❖ Call support for users.
- ❖ Tracking the cab.
- ❖ Package delivery services.
- ❖ Food delivery services.

PERSPECTIVE :

1.LOGIN AND REGISTRATION FACILITY WITH PASSWORD AUTHENTICATION OR MOBILE NUMBER VALIDATION

1.1 On entering the app, User should be able to login, providing details :

- Username or email (Mail id used to create an account in this app)
- Password (a minimum of 6 characters with with atleast 1 Uppercase and lowercase, as well as alphanumeric and special characters)
- In addition to this, User should also be given an opportunity to register the account by providing :
- Continue with phone number (Along with Country code, field not to be set empty, must be unique. OTP Verification to be done) or,
- Create an account with email and password (email must be valid and password must follow the above mentioned specification. OTP is sent to the mail id as part of mail verification)
- The User must accept the terms and policies mandated by the Company, to access the app any further.
- On logging in with phone number, the user is redirected to a page where their OTP is auto-verified, followed by seeking permissions for:
- Location (for finding available rides)
- Phone (for account security verification)
- The User on accepting the general permissions, is led to the home screen of the myCab app.

2. LOGGED IN USERS CAN ACCESS THE FOLLOWING TASKS IN HOMEPAGE

2.1 LOCATION SEARCH FUNCTIONALITY -

Users can pinpoint their exact location in the map available in the app or type in their location manually (location entered must be valid without any errors)

Users can type in their desired destination on the "Search destination" tab. e

User can view and access all the new offers the company has to offer.

2.2 BOOKING FUNCTIONALITY -

The User on choosing their destination, can now select from the varied ranges of mini, prime sedan, prime SUV or even hourly rental options of vehicles as well as the time required for the vehicle to reach your location.

The User can also choose "Ride Now" or "Ride Later" Options, depending on their need. The User can book a cab either for themselves (by clicking on myself option) or for someone else by choosing the contact number of the person requiring the cab.

2.3 Driver Homepage

When a customer places a request, the driver can either accept or reject the request. If the request is accepted the driver will be able to view the pickup and drop destination, customer name and contact. Else the request will be passed to another driver.

2.4 Admin Homepage

Once the admin logs in, they will move to the home page.

- Admin can view the details of drivers who register in the application and can verify them. After verification they can approve them.
- Admins have access to all the cab details and customer details.
- Once the customer books a cab admin can view its booking details and also which driver accepted the order.
- Admin can manage the available routes.

2.5 ONCE THE BOOKING IS DONE -

2.5.1 PAYMENT PAGE

The User can choose to pay online using different options like UPI, Credit card, Debit Card, Net banking. User is led to the corresponding UPI App on clicking UPI Pay Option. Users can complete payment within the UPI App and after payment, User is redirected to the Confirmation page.

User can provide card details like card number, expiry date and CVV for Credit Card pay option. Users are redirected to the OTP Page for entering the received OTP (OTP is sent as an SMS to the registered mobile number). Users can click Submit option for the payment to be done.

Users can also use Debit Card and pay by providing card number, expiry date and is redirected to the OTP Page (OTP is received in the registered number as SMS) Users can click Submit Option after entering OTP and is redirected to Confirmation Page.

User can also choose to pay cash directly to the driver, if need be. Upon Cash payment, driver can confirm payment and the user is redirected to the Confirmation Page.

2.5.2 CONFIRMATION PAGE

Once the user has booked the cab (either for themselves or for someone else), the user is redirected to the confirmation page where the user is given information about the driver's credentials (driver credentials must include their name, phone number, car, vehicle registration number)

The User is also provided with the OTP which should be shared with the driver before travel.

User will be given an alert message at the end destination regarding payment (For Cash on Delivery Options).

2.6 CANCEL FUNCTIONALITY -

The User can also cancel the ride if required. The User will get SMS and email regarding their Cancellation Confirmation and can be refunded in a minimum of 2 working days. The User can access the Cancel Ride option from the confirmation page, or by clicking on the "Your Rides" button in the homepage.

ADDITIONAL OPTIONS - HOMEPAGE

The home will provide all the information about the following ideas about the owner , driver customer and all the fundamental details.

CUSTOMER SERVICE AND SUPPORT - Users can connect to the customer service personnel with the contact numbers listed in the app. Button is provided in the homepage for Customer Service Contact which navigates to the contact numbers available for the company.

Users can also chat with Customer Service personnel (24 hours available) to clear any queries related or suggestions regarding the company. Users can navigate to Customer Chat button in the homepage which redirects to the available personnel's chat page.

Users can also access the Support team regarding any technical glitch or other issues related to the application. Users can access the Support button from the homepage which redirects to the Support chat page. Users can also view the tutorial of the application in the Support section of the app.

PROFILE UPDATION FUNCTIONALITY -

- Users can access this from the Navigate button in the left end of the homepage.
- The Navigate button serves a dropdown and users can click on the "Your Profile" option within the dropdown.
- Users can update their email with the "Update email" option in the Your Profile section.
- Users can update their phone number with the "Update number" option in the Your Profile section.
- Users can also update other personal information (First and Last Name) in the Your Profile section.
- Users can also manually add an address into the "Update Address" option in Your Profile section.

3. Status

• Customer Status

In status page the confirmation message should show up and the details of driver such as name, contact and registration number of the cab should show up to the customer.

• Payment

The customer should be able to make payment online and there should also be a payment in cash option.

• Feedback & Rating:

After the ride the customer can provide feedback to the drivers, and they can also provide ratings to the application.

• Driver status

After dropping the customer at their destination, the status page in driver side shows the message “Your order is completed successfully” and if customer provides feedback, it will be

shown.

- **Invoice**

After the payment an invoice should be generated including order id, name, fare and other tax details.