**CAB SERVICE MANAGEMENT**

1. **INTRODUCTION**

Cab service management is an online transport service management offered by various transport operators in an area or a particular city. Mostly people use cab services for their daily transportation purpose. There are many companies who give transport services to the individual and corporate clients. In the current system, the client first contacts with the transport company for getting transport service.

The company then books the vehicle for him on the requested date and time and then sends the vehicle to his place at the time. The Online Cab booking system is the online service which will automate the process of booking a Cab and will facilitate both the client and the company with reduced time and efforts. First the company will register his vehicles and the vehicles to the system.

Then the client will request for booking a vehicle on his required date and time, providing all necessary information. The fare will be calculated and client should confirm it. Then the employee will serve the client on the specific date and time. Finally, the client will have an opportunity to give feedback for the service he got.

The company can check it and take appropriate action for the future improvements. The main purpose of the system is to automate the process of booking a taxi online.

1.1 Project Scope

This project’s aim is to automate the system, calculating the fare, collecting fare, collecting all necessary information of the client and then serve the client. The data used by the system is stored in a database that will be the center of all information held clients and employees and the base for the remainder of the process after the initial application has been made.

This enables things to be simplified and considerably quickened, making the jobs of the people involved easier. It supports the current process but centralizes it and makes it possible for decisions to be made earlier and easier way.

ACTORS

* Client
* Administrator
* Employes

FUNCTIONALITIES

* Admin Login.
* User Login and Registration.
* User Profile.
* Cab owner login and registration.
* Cab Searching
* Cab booking
* Adding details of cab (By Cab owner)
* Update Cab details (By Cab owner)

Client

* Client Registration: -

It is used to register the clients with all details like name, date of birth, age, phone number. first client has to give their name and details to the system. Then set a password for your account and also confirm that password. Then there is profile icon we have to set a profile picture for our account.

Name (first name, second name, last name): First name and last name should have a minimum of one word length to maximum of 20. Alphabets are only accepted. The icon must turn red if text other than alphabets are entered.

Email: - The email should be unique and valid with proper extensions. The icon must turn red until it's a valid email id.

Password: - The password must have a minimum length (6) and include special characters, uppercase, lowercase and numbers. There must be a tab showing confirm new password and an error message must pop up if both emails are different.

Confirm Password: - The password entered in this tab must match with the previous password. If not, an error message showing "password not matching" must appear.

Captcha: - Authentication using captcha is needed. Captcha should include both alphabets and numerals. An error message should pop up if entered captcha is wrong.

* Client Login: -

Client login using by username and password that they created while in the time of registration. Then there is a login button in the login page. When we press the login button if the username and the login password is correct User should be able to login providing their email, phone number and password.

Email: The email must be unique and validation must be done. The icon must turn red until it's a valid email id.

Contact number: The phone number should have maximum of 10 numbers along with the country code. The password must have a minimum length (6) and include special characters, uppercase, lowercase and numbers.

Password: Password and submit button should be included. If password entered is wrong alert user to change password, else sign in user. Reset password and forgot password is also included.

* Check cab Availability: -

Client check for the cab availability according to their use. The user should be able to enter the pickup point, destination and type the ride they want. Pick up Point: The user should be able to enter text as alphabets, numerals or any special characters, minimum of one to maximum of 20-word length. Suggestion list based on the entered text must appear. If no match, it should show "No result found".

Destination: The user should be able to enter text as alphabets, numerals or any special characters, minimum of one to maximum of 20-word length. Suggestion list based on the entered text must appear. If no match, it should show "No result found".

Confirm button: There should be a confirm option to match the driver nearby. When entering pickup point and destination suggestions need to be shown based on the users' current location.

Clear option: A clear icon button for clearing the text entered in search bar.

Search icon: A search icon that will search for cab by the information entered and search for the closest match with preview details like image, name, route, rate and time. If no match, it should show "No result found".

Type of trip: The website needs to integrate a feature that helps in planning the trip as per needs. Options like a one-way trip, local trip, self-drive, international trip, and outstation trip are needed.

* Make a booking: -

Client makes booking whenever they want. Then they know about all their details of booking. The user after selecting the cab and the type of trip needed, must be able to book the cab.

Cab details: The page must show details such as cab name, image, route, time and the rate. Based on these details the user must be able to select a cab.

Confirm booking: There should be a confirm booking icon that stores the information temporarily and navigate to the payment page.

Cancel: A cancel booking icon is needed which navigate back to the cab details page if the user is not satisfied with current selection.

* Fare calculation or payment: -

The user must be able to pay for the ride either through liquid cash or through online payment modes like credit card or UPI.

Debit/credit option: A text field for getting user debit/ credit card number, on entering the number it should automatically detect the card company, and if the number is wrong, it should show a error message with red color like "Invalid card number".

A text field for getting user debit/ credit card expiry as date format mm/yyyy, on entering the date it should automatically detect if the date is wrong or not, if it's wrong it should show a error message with red color like "Invalid card expiry". A text field for getting user debit/ credit card cvc as number, on entering the date it should automatically detect if the cvc is wrong or not.if it's wrong it should show a error message with red colour like "Invalid cvc".

UPI: A text field to enter the users UPI's. If not valid send "UPI is invalid" message.

* Driver history
* Changing password.
* Resetting of forgotten password

ADMINISTRATOR

Login page:

Contain navbar with company logo and about option for company details. Then has the field for entering user name and password. After that contains a login button to login to the admin page.

⦁ Field to user name and password.

⦁ Login Button

After verifing the user name and password, it will redirect to admin page .

Admin page:

Admin can able to see the details of no: of users and their details and also able to see the no:of cabs and thier details too. Here admin can monitor the overall performance of the app and also able to see the profit level of the app and user experince and feedbacks and reports by the users.

* Space for no:of users and no: of cabs
* Also have the a graph space for showing the profit level
* FeedBack receiving area and report receivingPerform weekly details or rosters of Employees
* Print reports annually, weekly, and daily
* Check feedbacks
* Send newsletters
* Manage user portfiles
* Changing the main passwords

EMPLOYEES

Driver login:

This page contain an attractive design and input fields to enter the user name and password for the drivers. After entering the user name and password the click login button to sign in. If they doesn't have an account then they need to click sign up option they will redirect to registration page.

⦁ Input field for entering user name and password.

⦁ Forgot password option

⦁ login button

⦁ Sign up option

If clicking login button they will redirect to Driver-Home page.

If clicking sign up button they will redirect to registration page

Driver-Registration page:

This page is for register the details of cab and drivers and their contacting details. This page also check about the verification of details that enter by the user.

⦁ Field for entering name, phone

⦁ Field for providing Driving license

⦁ Field for entering vehicle number

⦁ Vehicle type details entering field

⦁ Submit button for registeration

After clicking submit button it redirect to login page.

Driver-Home page:

This page contain the details of user booking to the the cab, i.e the notification from user to driver which the driver can able to accept or decline. Also provide space for showing the nearest cab details. Cab availability management setting.

* Space for showing other cab details.
* Notification receiving space with accept and decline button.
* Cab availability changing button
* Register in the system.
* Logging into the system.
* To check their rosters or details of their rides.
* Maintain daily logs
* Select availability.
* Check online bookings.

The main goal of the system is to automate the process carried out in the organization. with improved performance and realize the vision of online booking.

* Manage large number of client details.
* Manage all details of clients who registered and requested for getting the service.
* Create employee accounts and maintain the data’s effectively.
* View all the details of the clients and employees.
* Showing available vehicles to book for the client.
* Calculating and showing the fare to client before booking.
* Create the statistical reports to facilitate the finance department work.