**New Python Application req’d for luxury taxi operation:**

This app is sought to replace an ancient excel based solution currently being used by us.

The new app will involve 3 user types:

1. Super Admin (me)
2. Drivers
3. Customers

Our current solution involves a coded excel worksheet – jobs are rec’d by whatsapp, email and text message, these jobs are then logged into the excel ws. Thus:

**Super Admin:**

Job ref: Job type job date: Job time: Short name Pick-up:Drop-off: Amount:Driv Name:Amount paid: Profit:Prof % Paymt status (in colour coded, yellow for in process, red for payment issue and green for oayment completed etc):

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Df982f (auto gen) | 10/02/23 | Smith D. | LHR T5 | NW3 9PX | £182.50 | Ahmed D. | £112.50 | £70 | 30% |

As you can see, the dashboard will show the most important data of each job, each line representing an individual job. On the dashboard, upon opening the app in ‘Super admin mode, the app will show all current jobs, in date order, showing any future jobs booked in, but maybe not assigned to a drier yet, plus all of todays jobs being done, plus all jobs from the last few weeks that will fit into the screen. All data associated with those jobs, upon clicking any row, a new window will pop-up, showing all relevant data, and I can change any field.

I have some customers who pay me on a pre-pay basis, who will pay with a credit card and also many customers who pay in arrears on a monthly basis.

EG. If we have a pay monthly customer (which most are) there may be a job, which incurred a charge for parking. Then this parking amount must be added, by the driver for the relevant job. Or, Before the job commences for a pre-pay customer, an authorisation will be sought to ensure funds are available. Then the card will be charged within 60 mins once the job is complete. Drivers will be made aware that they have 45 mins to enter any and all additional charges asap. Because we can’t have drivers adding parking charges or any other charge later, perhaps days later, when the customer has already been charged. And the job closed off. Once a job is closed, only I the super admin can reopen a job to add charges, such as parking charges or any other charge, initially forgotten to be added, but I’d prefer not to add such charges, as it looks unprofessional.

Plus, the driver will be tracked via the Webapp, the driver will receive a pre-notification of an upcoming job, perhaps 2 hrs before it is due to start – this is for a job, which has previously been accepted by the driver. Once an agreed job is due to start in 2hrs, the driver will receive a notification telling him, the job previously agreed is due to start at xxx time (in 2hrs from now), the driver must click ‘OK’ to indicate he knows about the job. Once he clicks ‘OK’ his precise location is recorded and notified to my dashboard, where I see a list of notifications, telling me that this driver has clicked ‘OK’ and how far he is from the pick-up point (agreement will be sought in the drivers terms and conditions to agree to their location data being recorded). Once a driver is on route, his precise location will be tracked either by me (Super-Admin) or the customer who will have a link in the booking confirmation which the customer can click, anytime at: 30 mins before the car is booked for, until the customer gets in to he car. Then customer tracking stops, but tracking for me continues until the customer is dropped-off at the booked dettination.

**Drivers:**

I will add the drivers to this app myself, adding all relevant data, such as first and last name of driver, plus, a short name and full name, eg. R. Ahmed (Short name) and Rashid Malik Ahmed (long name) plus this drivers email address and home address plus his mobile number, once I add this account for the driver he will be sent an auto email inviting him to complete all missing data including his chosen bank details for auto payments, plus to change the password, he should pick one of his choice. There should be a database where I can see passwords, just in case A driver forgets his password, then I can copy the password and send it to him via whatsapp. Because I know all drivers. The driver can also login to update any job he has done with any additional info.

Drivers will not be able to add their own profile themselves (like Uber). All drivers will only be able to get jobs on this app, after an interview process and driving test and approval by me, then I will create a driver profile with all relevant data, then the driver will receive notification via email, and be invited to agree to T&C’s and enter their bank details. Plus create a new password to allow them to login at any time after and change their bank details, if they wish, plus they can enter their times of unavailability and also enter the dates of any planned holidays and therefore unavailable.

The drivers can upload all their licenses, I will advise at a later date, which licenses must be uploaded, these documents will be retained, by the application and viewable by me upon demand. On the dashboard, if I click any drivers name, then his account will show in a pop-up window, and from there, if I click to show his licenses, then each licence I click will show p in a new window or will replace the document showing in the new window, so my screen isn’t crowded with lots of windows!

**Customers:**

Once I create a customer profile, they will receive an email inviting them to create a profile (for future use) If they decide to create a profile, they will enter their credit card details using the Stripe API or my preferred method, by Super Payments API - for bank account settlement (free transaction fees). If this profile is created for an existing customer, then the email will reflect this and welcome them to the new application, It will also list their previous 6 invoices (I will need to be able to upload these somewhere). Plus the customer will be invited to enter a new password. They can update their personal details, such as new home address, which will also update their invoice details etc. They can also update their contact info. They cant delete contact info, then leave the field blank. There must be a way to retain data, so the customer cannot simply delete all data, if they are angry with us etc. There must be a button to delete account, if the customer wishes, but records will be retained forever (by us, in the app, but unavailable to view to the customer. The Government requires that I retain all data for a min of 12 months, but I’d like to retain it forever, But the data can be stored in a special place, such as a data bin, where folders can be restored, if ever needed. If I receive a booking from a new customer, then they will have the option to either create an account or not. If they decide not to create an account then the link in their booking will allow them to login to the app to add their payment info, but this payment info will not be stored in the API, merely to be used for a one-off booking.

There must be a section in the customer app, for ‘Lost property’ and ‘complaints’. These buttons will be available in the section where jobs are listed in the customer profile, so we know which job, the complaint or lost property relates to. These two issues of lost property and complains, must immediately appear on my dashboard, if a customer notifies us of it. So that lost property can be immediately recovered and complaints can be immediately dealt with.

Currently I acquire new customers very rarely, so initially, Excel data will need to be migrated to this new app, with the option to tidy-up that data, so it is all correct. Most customers have been using my service for over 30 years and are all known to me and mostly good friends to me. There are also some customers that will be added, that no longer use my service, we can call these customer ‘Dormant’, I’d like to add these customers, so that the data is retained in this app. For future marketing use. There should also be the option to send notifications to customers and or drivers as I wish. I may wish to offer customers a discount of 20%, which should automatically be added to the cusomers account during a certain period, such as the week before Christmas. Then any booking made by a customer during this period will immediately qualify. Plus, I may wish to send a notification to drivers to advise me of any suitable new drivers, for which the driver will get a £10 reward, added to their account, if the new driver joins etc.