Tune My Ride

Initial Level Document

For

Scope and Requirement

Version 1.0

Prepared by

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**Creation & Modification History**

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***Document Abbreviation consumed in above table***

*R – Requirement by CEO*

**Abbreviations and Key Words**

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| **Word** | **Description** |
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# Scope and Business of tune My Ride Application

## Objective

Objective of this document is to provide Scope and basic level of requirement for creation of Tune My Ride Application on mobile platform.

## Background

Business Background for this application is extracted from basic draft requirement document given by CEO of Tune My Ride and some similar applications in existing market.

## Execution

Development of this application will be done on IOS Platform as native application and on Android application; its proper backend will be developed in PHP. Its Web administration site will be done in PHP.

# Application Structure

* Mobile Application will be divided in two modules of the application which are as follows:
  + Individual User Module
  + Shop Owner Module
* There will be backend server development to support mobile application and manage backend functionality.
* Website will be created for Administration & Configuration and Monitoring and Management of application

# Basic Features for Individual user

## Signup and Sign In

### 2.1.1 Signup for User

New user of application will have to sign up/Register in application prior to its consumption. User can sign in using facebook , twitter and Google account. If not interested then can choose manually registration in to application by providing following details

* First Name
* Last Name
* Email address
* Password
* Phone Number
* Payment Option
  + Cash: Payment by Cash on Spot

### 2.1.2 Sign In for Passenger

By providing email and password can sign in to application

## User Home Screen:

* On the home screen there will be option to locate the mechanics shops near your current location or from specific location. Store finder will help user find the registered best mechanics shop with rating and review by other clients. And also can view the images of the registered shops
* User can maintain the vehicles in ‘my vehicles’ option. User have to add vehicle information including
  + Vehicle Make
  + Vehicle Model
  + Plate Number
  + Manufacturing Year
  + User can upload images of the vehicle.
* User can add any store and mechanics to favorite and can get a quote of service in available timings.

## 2.3 Schedule an appointment

Customer simply tells what services he need. App will give him an instant, fixed-price quote with a breakdown of the possible costs. If he likes the price, simply choose a day and time that suits schedule. User can book an appointment online on suitable timings that work to service car or bike.

Entire process is easy for user to manage. Before confirmation, mechanic certification, work history, rating and review from other customers is provided to user.   
In the later phase, Tune My Ride will service customer’s vehicle at the convenience of home or office, 7 days a week.

### 2.3.1 Diagnostic Wizard:

* Simply click through the symptoms in Tune my Ride diagnostic wizard and it will narrow it down to a few possibilities. User can then generate an instant quote for the repair cost.
* User will be provided with detailed list of the parts, services and cost needed to service car or bike. App provides a fair and transparent price instantly.

### 2.3.2 Day before Appointment:

User will receive an email reminder from app on the day before appointment.

### The Day of Your Appointment

* User’ll get a text and email when appointment is confirmed
* User can view map direction if they want route direction to shop.

### During Your Appointment

* User should feel free to ask mechanic any questions, user has about his vehicle.
* User can ask mechanic to provide the old parts they replaced. Otherwise, mechanic will properly dispose of the old parts for you.
* If mechanic finds that user’s vehicle doesn’t need all the services he requested, Tune My ride registered shop will remove those unneeded services and lower his bill, right on the spot. User will only pay for services vehicle needs. User is in control. If vehicle needs additional services, mechanic will provide them with an itemized list of what user need. Customer can always decide to add or decline those additional services.

### End of work done:

* After every service, mechanics perform a full inspection on vehicle and a report is stored in user’s account.
* Tune my ride registered mechanics shop do not bill user’s car/bike until the work is done. If user is present when mechanic is working on vehicle, mechanic will ask user to sign the completion order using their mobile app.
* User has to pay cash when work is completed and customer and mechanics mark payment has done and generate receipt online against the services done.

### Online receipts and Service record:

* Inspection report includes the status of important safety items like fluid levels, belts, brakes, engine codes, filters, tire treads and more.
* User can also access any service maintenance reports in his account at anytime. When user is ready to sell his vehicle, simply share this report with the buyer as proof that he has maintained his vehicle.
* If some user is purchasing a car or bike and want a second opinion about the quality and maintenance of the vehicle, user also can have a mechanic do a Pre-Purchase Car Inspection.

### Maintenance schedule:

Customer can access custom-built, factory-recommended schedules of what maintenance services vehicle need and when -- and we'll remind Customer as service due dates approach.

## Customer’s Peace of mind:

* At Tune My Ride, we only allow the most qualified mechanics shop to join our network. Each of our mobile mechanics shop goes through an extensive screening process to maintain the highest standard of service
* Tune My Ride stand behind the quality of the car repair services our mechanics shop provide. All of our repairs and parts come with a some specified month warranty. Subject to certain conditions, if any defects in workmanship arise within this period, our registered shop will work with customer to resolve the issue at no additional cost.

##### NOTE: If customers pay the mechanic directly for any repair services or if the mechanic performs any job that is not authorized by Tune my Ride, our warranty does not apply. Only repair services ordered through Tune my Ride are covered by our warranty.