**Project Name : Service Application**

**Mobile Application Development**

# Application

This requirement is one of the application of the entire project. This is a Mobile Application for **Customers**

## Supported Platforms

## Mobile Application for users

#### Platform Versions Devices Orientation

* All Android including and after KitKat 4.4 - 800 x 480, 1280 x 720 and Portrait
* Android in year 2018 - 1920x1080
* iOS iOS 8 – iOS 11 iPhone 4S – 960 x 640 Portrait
* iPhone 5, 5C & 5S - 1136 x 640
* iPhone 6 – 1034 x 750
* iPhone 6 PLUS - 1920x1080
* iPhone 7 – 1034 x 750
* iPhone 7 PLUS - 1920x1080

## Deliverables

* Working UI and logic using Xamarin.Forms (Cross Platform) in C# .Net 4.5 or 4.6.1
* Testing using Android Emulator
* Payment gateway integration and Google Maps API Integration
* Data access component (may be Web API in .Net or any other common reusable component which can be used in both iOS and Android applications)
* All screens should be supporting two languages – English and [some other lanuage]
* Source code along with .apk or .app files.

## Assumptions

* SQL Queries and\or stored procedures will be provided by us to developer(s).
* Decision of which payment gateway to use will be given by us.
* Any logo\images required will be provided by us.
* Translation text in other language will be provided by us.
* There is another application (Delivery) of same project which will be used by drivers and through which live location of the driver can be captured and that will be used by this application.

# **Deliverables**

### Splash Screen

* Once the application is downloaded by the user, the first screen will be the

***‘Splash Screen’*** of the application which will display following information:

* Logo
* Title of the application

### Signup

* When a user will click on the ***‘Register as a New User’*** option on

login screen, he will be redirected to a new section where he has to fill

in the following form in order to create his account in the application:

* Email ID
* Set Password
* Re-enter Password
* Full Name
* Mobile Number
* Once he submits all the information, an auto verification of his details with

the help of an OTP will be done. After verification, user will be redirected to

login from the email and password set by him.

### Login

* In order to login into the application, user has to enter following details:
  + Mobile Number
  + Password
* The user’s entered details will be verified by the server and user can further

navigate in the application when login is done.

* A link to ***‘Forgot Password’*** will be present in login screen to allow users to

set a new password after verification of his account is done.

* Clicking on ***‘Forgot Password’*** will redirect the user to forgot password

screen where user has to enter the mobile number registered with the

application. The verification will be done with the help of an OTP and

once verified, user will be asked to change the password by entering:

* New password
* Confirm New Password

### Home Screen

* Home screen would allow users to order item from the available packages indicated in the dashboard
  + Order**Now**
  + OrderNow feature facilitates the user to order any [item] instantly

without any hassle. By selecting the type of item they want to deliver to their special ones, they can check the availability of shops near

their pin location and can further order those.

* + Users will have the provision to Online and offline both

payments are included in order make it easy for the users to

use the application.

* + On this screen, user will have following options:

A dashboard view for all the packages which a user has to select in order to proceed further with the

ordering procedure.

* **Order Now** option will allow users to make instant ordering. In order

to complete the ordering process, following information is required:

* + End Location/Destination where the item need to be delivered.
  + Or Contact number of the receiver ((any option will fulfill the requirement)
  + Special Message “Text Box” – Special message the customer wants to send to the receiver
  + Set Payment Mode: will be selected automatically according to preferred payment mode selected during the registration

payment mode. The payments mode can be:

* + - Credit/Debit Card
    - Apple Pay
    - Wallet: If a user selects this option, the app also provisions the user to add money to the wallet directly from this section.
* **DeliveryTracking Option:**
  + This option will allow user to track his order once its initiated.
  + The system will notify the order originator about the start of the delivery and he can track the delivery in the map to the required destination.
  + If the order originator can see the complete

profile of the order as listed below:

* + - Shop name is always “X”
    - Driver name and contact
    - Destination address details or
    - Contact person in the destination
  + Cancel order option:
    - When a user will cancel any order, he has to specify the
      * Reasons in order to cancel it.
      * User can select any reason from the listed reasons and can confirm the cancellation / cancelation charges will apply
  + These orders will also get listed under ‘My Orders section of theapplication under two different tabs:
    - Previous Orders
    - Upcoming Orders

### My Profile:

* App will allow to manage the profile of the users who are registered

with the application. Any changes made in the profile section and saved

successfully will be saved at the server and the changes can be seen at

each end.

* When a user will click on ***‘My Profile’*** option on the side menu, he will beredirected to his profile section where he can manage(view and edit):
  + Name, Address
  + Email, Phone Number
  + Profile Image
  + If any detail is edited in ***‘My Profile’*** section and submitted successfully, thesame will get reflected on his profile detail.

### Track Orders

* When a user has order , he will have the privilege to check the current status of the delivery arrival by ***Track Order***option.
  + Once he clicks on ***Track Order***option, he will be redirected to a screen with amap view which will locate exact position of delivery along with the route.Following information will be visible while locating/tracking any driver:
    - Receiver Current location
    - Driver’s current location
    - Route between the locations of two concerned persons.

### Notification

* The system will generate notification on the following cases:
  + When the delivery arrive the destination specified

### Rate card

* Users will have the privilege to check the rate card which the applicationoffers
* When a user will click ‘ ***Rate Card’*** option, a popup will appear displaying following information:
  + Order Details.
  + Fees

### Wallet

* The application will have an internal wallet which will allow user to add money to it and pay for any ride.
* Once a user will click on side menu option- ***‘My Wallet’*** , he will be redirectedto a new screen from where he can perform following actions:
  + **Add Money To Wallet:**
    - When a user will click on *Add Money* , he will be redirected toa new section where he has to fill in following details in orderto proceed further:
      * Enter amount
      * Select Mode of Payment:
        + Credit/Debit Card
        + Wallet
        + Once the user will select any one option, he will beredirected to the specific Payment Page in order tocomplete the payment process to add the money inthe wallet.
        + If payment process is successful, the reflection of theamount added can be seen in the Wallet Balance.
  + **Wallet balance:** Wallet balance can be seen on this screen. Anychanges like addition or deduction in the wallet balance will updatethe balance in this screen as well.

### Orders History

* On clicking ***‘Orders’*** option present on the side menu, user will be redirected toa new screen where he can see a list of ordersmade by himself.
* These bookings will be displayed under two tabs which are:
  + **Previous Orders:** All the Orders which a user has taken in pastwill be listed here with following information:
    - Day
    - Date
    - Time
    - End Location / Receiver
    - Payment Amount and Status
    - Order Status
  + **Upcoming Orders:** All the orders of future date done under orderlater will be listed here. Whenever the order date will be near, anotification will be triggered by the system on a specified timeinterval as set by the admin.With each previous order or current order, there will be an option from whereuser/customer can file a complaint for that order. User needs to fill in belowmentioned details in order to lodge a complaint against anorder:
    - Name
    - Email
    - Mobile Number
    - Issue Description
    - Once the form is submitted by the user a complaint will be sent to admin.
    - Users will also have the privilege to download invoices once the order isdelivered.

### Support

* The application will allow users to directly contact support from theapplication.
* When a user clicks on support option, he will be navigated to a screen where he can contact support by two modes:
  + **Call Support:** If any user selects this option, he will directly make a call to support number which is linked with call action.
  + **Write Support:** Clicking on this, user can write to support for hisfeedback or inquiry with a help of the form:
    - Name
    - Email
    - Subject Line
    - Message/Feedback/Inquiry
    - Once the form is submitted by the user, an inquiry will be sent to main adminof the application for further process.

### Email reminder

* The application also provides a service by which users will getemail reminders for their orders.
* When a user will initiate order with ***‘Order Later’*** , he will be notified viaemail as per the timestamps/time intervals decided by the admin.
* This email reminder will display following information:
  + Type of order
  + Date of order
  + Order Details
  + Time of order
  + These reminders will also be in the form of notifications within the application.

### Ratings and Review

* Once the order is complete/delivered, user will receive a notification for it and he will be asked to provide rating for the experience.
* The Rating and Review popup will have following options so that rating and review for a particular order:
  + Order Type,
  + Shop,
  + Delivery company
* 5 star rating option where user can provide his rating as per hisexperience with application
* A text area to provide the comments and review.
* Once the review and rating is submitted by the user, he can see the samein his *Order History* section under that particular order.

### Email order confirmation

* Once an order is initiated by the user, order confirmation email will also be triggered to the registered email id of the user.
* The confirmation email will display following information:
  + Details of person initiated the order:
  + Name
  + Email
  + Phone Number
  + Date of order
  + Time of order
  + Payment Status and Payment Mode
  + order details, if the order is under ‘***Order Now’*** option.

### SMS booking confirmation

* Once an order is initiated by the user, order confirmation SMS will also betriggered to registered phone number.
* The confirmation SMS will display following information:
  + Name
  + Date of order
  + Time of order
  + Order details, if the order is under ‘***order Now’*** option.

### SMS reminder

* The application also provides a service by which users will get SMS remindersfor his orders.
* When a user will order with ***‘Order Later’***, he will be notifiedtwo times via SMS as per the timestamps decided by the admin.This SMS reminder will display following information:
  + Type of order
  + Date of order
  + Time of order
* These reminders will also be in the form of notifications within the application.

### Call

* Along with each order’s profile who made the order, a contact buttonwill also be provided.
* If a user wants to call the delivery driver, he can click on the ***‘Contact Button’*** and acall with the phone’s dialer will be triggered to driver.

### FAQ

* On the left navigation menu, FAQ option will be present which will navigate the user to a new screen where all the FAQs will be listed as added by theadmin.