**Instapal – Instant service in Nepal**

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**Business Requirement**

**December 30, 2017**

# Change History

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| --- | --- | --- | --- |
| Version | Date | Prepared by | Comments |
| 1.0 | 12/22/17 | Krishna Dahal | Initial version |
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# Introduction

## Purpose of Business Requirements Document

The purpose of this document is to clearly define the business requirements of Instapal – Service receiver, service provider and Admin.

References

|  |  |
| --- | --- |
| Document | URL/Location |
| web Interface | www.getinstapal.com |
| Android app | Instapal |
| iOs app | N/A (Future project) |

# Key Contributors

|  |  |
| --- | --- |
| Name | Title/Role |
| Krishna Dahal | Chief Creative Officer, Instapal |
| Sabin Khadka | CEO, Instapal |
| Koshish Koirala | COO/CFO, Instapal |
| Uttam Gurung | Chief Marketing Officer |

# Project Focus

## Problem Statement or Business Opportunity

Even though cellphone and internet have reached each household in Chitwan, people have difficulty in reaching out service provider. In-person meeting or phone calls or booking methods are used. Service providers are also unable to reach out potential customers using current app technology.

Instapal will help to receive or provide services instantly. Service provider will instantly come to service receiver’s location to provide the service. There will be 4 major category of services in Instapal:

1. Ride-sharing | commercial only (Bike, Car, E-Rickshaw, Auto)
2. Rental | bike, car, cycle, laptop, monitor
3. Delivery | Restaurant, Groceries - Vegetables & Fruit, Cooking gas & Water Jar, Flower
4. Appointment | Cleaning maid, Manual worker, Doctor, Plumber, Kawadi, Bike Mechanic, Electronics repair, Farm vehicles, Electrician, Auto Mechanic, Towing

Goals and Business Objectives

1. Build an android app and website to facilitate this business need identified by Instapal.

# Constraints, Assumptions and Risks

## Constraints

|  |  |
| --- | --- |
| Constraints | Description |
| C1 |  |
| C2 |  |
| C3 |  |

## Assumptions

|  |  |
| --- | --- |
| Assumptions | Description |
| A1 |  |
| A2 |  |
| A3 |  |
| A4 |  |

## Risks

|  |  |
| --- | --- |
| Risk | Description |
| R1 |  |
| R2 |  |
| R3 |  |
| R4 |  |

# Expected Business Process Flow

# Business Requirements

This table should be used to document the high level business requirements, the detailed business requirements, and the business rules. The requirements should be organized by scenarios (if applicable). The requirements numbering should be consistent for traceability.

1. **Website**

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| --- | --- | --- | --- |
| Requirement Identifier | Requirement Description | Priority (H, M, L) | Notes |
| **BR 1.0** | **UI design - (Link of document): Top bar | Sign up – Download | Get Estimation | How it works | Footer** | H |  |
| BR 1.1 | Top bar must have Logo and menus: Log In, Explore, Get Service, Become a Partner |  |  |
| BR 1.2 | When user clicks Logo, page refreshes. (www.getinstapal.com) |  |  |
| BR 1.3 | When user clicks “Log In”, it must show drop-down menu: Log In as User and Log In as Partner |  |  |
| BR 1.4 | Log In method must be standard: if no account, must prompt to Sign Up; if wrong password (or forgot), must prompt to re-enter or request reset. |  |  |
| BR 1.5 | Log In as User: User must be able to login via “Email (phone)/Password” or Facebook or Twitter or Google account. For successful log in, UI displays user account ([www.user.getinstapal.com/services](http://www.user.getinstapal.com/services)).  Left side column will have: User Picture (can be changed on click) appears with rating and name and following tabs | Services, Profile, Payment, Promotion, Help Center, Log Out. Services tab will be by default active.  Right column will display detail pages when clicked left side tab (By default, Services page will be active). |  |  |
| BR 1.6 | Log In as Partner: User must be able to login via “Email (phone)/password” only. Left side column will have: User Picture (can be changed on click) appears with rating and name and following tabs | Payment Statement, Profile, Banking, Documents, Benefits, Promotion, Help Center, Log Out. Payment Statement tab will be by default active.  Right column will display detail pages when clicked left side tab (By default, Payment Statement page will be active). |  |  |
| BR 1.7 | When user clicks “Explore”, it must show full-width drop down with pages: How it works, Safety, Requirements, Cities, Blog, Press, Job Opportunities, Estimation, Help Center, Events, Terms and Conditions, Privacy |  |  |
| BR 1.8 | When user clicks “Get service”, Get Estimation page will get displayed (via self-scrolling). |  |  |
| BR 1.9 | When user clicks “Become a partner”, “Sign up as Partner” block will pop-up. |  |  |
| **BR 2.0** | **Sign up - Download** |  |  |
| BR 2.1 | Just below Top bar, first screen will be there prompting users to sign up or download the app. |  |  |
| **BR 3.0** | **Get Estimation** |  |  |
| BR 3.1 | This is second screen of home page. User must be able to get estimation of service, displays active count of service providers on his location. And end result must prompt user to sign up or log in as User. |  |  |
| **BR 4.0** | **How it works** |  |  |
| BR 4.1 | This is third screen of home page which explains how Instapal works. Must be visually clean and easy-to-digest content. |  |  |
| **BR 5.0** | **Footer** |  |  |
| BR 5.1 | This will be the last screen of home page. It will contain various static page links: About Instapal, Terms & Conditions, Privacy Policy, Help Center, Careers, Advertisement, Newsroom, Press, Cities, How it works, Price Estimation, Follow in social media (icon), copyright disclaimer, Icon to download app. |  |  |
| **BR 6.0** | **Sign up page** |  |  |
| BR 6.1 | Service receiver: Fields in sign up page are: First name, Last name, Phone, Email, Password, Invite code (optional)  Sign up button and Disclaimer verbiage “By clicking “Sign Up”, you agree to Instapal’s Terms & Conditions and Privacy policy. Once sign up is clicked, it must display user to complete onboarding process to activate the account by downloading the app; login with used email/phone and password to get services. An email will be sent to the user welcoming the user and providing link to download the service receiver app. |  |  |
| BR 6.2 | Service provider: Fields in sign up pages are: First name, Last name, Phone, City, Email, Password, Invite code (optional)  Sign up button and Disclaimer verbiage “By clicking “Sign Up”, you agree to Instapal’s Terms & Conditions and Privacy policy. Once sign up is clicked, it must display user to complete onboarding process to activate the account by downloading the app; login with used email/phone and password to get services. An email will be sent to the user welcoming the user and providing link to download the service provider app. |  |  |
| BR 6.3 | After BR 6.1 and BR 6.2, users must download app in their cellphone. User will enter Email/phone and password or social media (fb, twitter, google) to log in. User can’t sign up from app. User can’t complete onboarding process in website. |  |  |
| BR 6.4 | Once logged in, user will go through onboarding process. User must complete this onboarding process to activate the account. If user tries to log into via website, it must stuck on BR 6.1 and 6.2 “it must display user to complete onboarding process to activate the account by downloading the app” |  |  |
| **BR 7.0** | **Tabs from BR 1.5 Service tab:** This will show list of service records received by user. Following header info will be listed out: “Record ID” “Service date” “ Service Category – Line” “Service Provider” “Amount Paid” “City” “Payment Method” “View Detail (icon)”. When view detail is clicked, the row of record will expand below to show “Amount Breakdown” “Request Receipt” “Download Receipt” “Contact Support” **Profile tab:** All basic information must be recorded here with edit option.   **Payment tab:** This must list out “Your current active payment mode is Debit/Credit/Esewa/iMEPay/Cash” and “Balance: Rs. X.XX”. Plus icon to add payment method. To add or topup balance, deposit money in Instapal Bank Account.   **Promotion**: A field to enter promo code must be there. And history of any used promo code must be listed out.  **Help Center:** A form system must be there to send the concerns.   **Log Out:** Clicking this must log out the user. |  |  |
| **BR 8.0** | **Tabs from BR 1.6 Payment Statement tab:** Total earning | Pay Period (Select week) must be there on top. Completed Service | Online hours | Acceptance rate | Cancellations must be second row of record. Then Weekly earnings and Daily earnings must be listed.  **Profile:** All basic information must be recorded here with edit option  **Banking:** Bank information to deposit the payment must be there.  **Documents:** All documents must be active related to service provided.  **Benefits:** Any benefits will appear here.  **Promotion:** A field to enter promo code must be there. And history of any used promo code must be listed out.  **Help Center:** A form system must be there to send the concerns.   **Log Out:** Clicking this must log out the user. |  |  |

1. **Android app: Service Receiver**

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement Identifier | Requirement Description | Priority (H, M, L) | Notes |
| **BR 9.0** | **UI design - (Link of document):  Landing page: Sign up/Login Home page: Getting Service and profile records** |  |  |
| BR 9.1 | Landing page: Once the user download and install the receiver app from play store, user is shown Landing page.  Background will have gelly-motion animated like [www.jonnyonit.com](http://www.jonnyonit.com) and a logo will be displayed on top middle portion. In bottom half middle portion, a text “Get instant services - Instapal” will be displayed with a field “Phone number” and below it, click text “Connect using Facebook, Twitter or Gmail”. |  |  |
| BR 9.2 | After entering phone,  If that phone has not been used to sign up, it will send verification code. User must enter the verification code to proceed to create, then re-enter password. Resend code will be available after 30 sec If that phone has been registered, it will proceed to next step to enter password. Two text link will be there “Forgot password?” “Don’t have an account?”  Forgot password will trigger email with a link to reset the password.  Don’t have an account will trigger verification code sent to phone. Once password is created or entered, user will in home page. |  |  |
| BR 10.0 | Home page: Once password is created or entered, user will in home page. Every first time Logging in user will be asked to complete onboarding: Profile tab: Fields during sign up in website must be filled. Payment tab: Select payment mode: Debit/Credit, PayPal, E-sewa, IMEpay, Cash Selected option will be stored, displayed (encrypted) and used to pay when service is used. Then Home page UI will be displayed, |  |  |
| BR 10.1 | Home page UI:  Background will be Google map with user’s location in center and active instapal service provider icon within the displayed map. Top bar will have 3 horizontal dash line.  Below it, there will be two fields “Select a service” with dropdown and “Current Location” which can be changed to other location.  On mid bottom right side, an icon will be there when tapped to track your location if user drags/moves around the map.  On footer, user will small block that contains updates, promo placed by admin with one button (customizable with name and link). |  |  |
| BR 10.2 | Top bar with 3 dash: When clicked will open sliding from left side upto 2/3 rd screen – this will display tabs (BR 7.0). |  |  |
| BR 10.3 | Select a service: On tapping this field, dropdown will show following 4 Service category: Ride-Sharing | Delivery | Appointment | Rental When Service category is tapped, it will show dropdown of Service line: Ride-Sharing: Bike, Car, Auto, E-Rickshaw Delivery:  Appointment: Rental: |  |  |
| BR 10.4 | Current Location: This will be by default current location but user can edit it to desired location to get service. Then “->” button to proceed. |  |  |
| BR 11.0 | When “->” button is clicked, it must display results:   1. If no active users currently online who provides “INPUT” service in the “INPUT” location, then “There is currently no service provider available. Please try again soon.” 2. If there are user(s) currently online who provides “INPUT” service in the “INPUT” location, then one service provider profile will appear with this UI:   Top text “x service providers are online in <location>” and below will be swiping block containing service provider information which can be swiped left to reject and swiped right to confirm.   1. If swiped left to reject or “X” button is tapped, another available service provider profile will appear until last “No more service provider available. Refresh” 2. If swiped right to accept or “tick icon” button is tapped, offer will be sent to that service provider. Receiver app will display “Waiting for response from <name of service provider>” in animated effect. 3. To see detail of service provider profile, user must tap the profile. In detail view, swipe will not work. |  |  |
| BR 11.1 | Receiver confirms. When service provider misses the offer (after 30 sec), receiver app will display “Missed. Please select another service provider. [Ok]” and when [Ok] is clicked, new service provider profile will be displayed. |  |  |
| BR 11.2 | When service provider accepts the offer, receiver app will display “Accepted” and service provider will be tracked with this UI design.  Top part: One row length will show servicer provider info like Photo, Name, rating, price”  Background: Google map tracking him with timer to arrive.  Buttom part: Contact Instapal | Contact <Name of service provider>. There will be both messaging. |  |  |
| BR 11.3 | After accepted by service provider, receiver app will allow free cancellation within 5 minutes. After 5 minutes of acceptance, if a receiver cancels, flat fee of Rs. 50.00 will be charged. Until the payment gets cleared, account will be suspended. User will be notified of this before hitting “Cancel” button.  After accepting, service provider can cancel the offer anytime. This will cause negative rating and no payment. Service provider must provide one line reason why he/she cancelled it. Upon review, negative rating may get removed. |  |  |
| BR 11.4 | Once arrived in location (within 0.0 to 0.3 km radius) , service provider will tap “Arrived” button. Service receiver will be notified with “<Name of service provider> has arrived at <location> [Confirm]”. When confirmed, system must track time and distance travelled by service provider with GPS until service provider taps “Completed”.  If CASH is the mode of payment in receiver’s profile, service provider screen will display “Please take CASH for payment of Rs. X.XX from <name of receiver>. [Payment Received].” Else it will display “Payment of Rs. X.xx from <name of receiver> has been added to your earnings. [Ok]”. When payment received is clicked, this transaction will disappear from home page of service provider.  This will be notified to receiver with “Service completed. [Pay with Cash/e-SEWA/Debit/Credit/PayPal]”. Message display “Successfully paid.” Preffered method of payment stored in user account will be displayed. |  |  |
| BR 12.0 | After payment completion, receiver and provider can rate each other with 5 stars and comment (222 character limit). Or SKIP rating. Once tapped, user will be directed to home screen. |  |  |
| BR 13.0 | In case of any issue, both provider and receiver can login to Help Center and send message to admin by filling out the detail form. |  |  |
| BR 14.0 | Ready for next service transaction. |  |  |

1. **Android app: Service Provider**

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| Requirement Identifier | Requirement Description | Priority (H, M, L) | Notes |
| **BR 15.0** | **UI design - (Link of document):  Landing page: Sign up/Login Home page: Providing Service and profile records** |  |  |
| BR 15.1 | Landing page: Once the user download and install the provider app from play store, user is shown Landing page.  Background will have gelly-motion animated like [www.jonnyonit.com](http://www.jonnyonit.com) and a logo will be displayed on top middle portion. In bottom half middle portion, a text “Get instant services - Instapal” will be displayed with a field “Phone number”. |  |  |
| BR 15.2 | After entering phone,  If that phone has not been used to sign up, it will send verification code. User must enter the verification code to proceed to create, then re-enter password. Resend code will be available after 30 sec If that phone has been registered, it will proceed to next step to enter password. Two text link will be there “Forgot password?” “Don’t have an account?”  Forgot password will trigger email with a link to reset the password.  Don’t have an account will trigger verification code sent to phone. Once password is created or entered, user will in home page. |  |  |
| BR 15.3 | Home page: Once password is created or entered, user will in home page. Every first time Logging in user will be asked to complete onboarding: Profile tab: Fields during sign up in website must be filled. Service profile and Rental profile must be completed. Banking tab: User must input their bank info Selected option will be stored, displayed (encrypted) and used to pay out when service is provided. Then Home page UI will be displayed with a pop-up "Select the service you want to provide now" and from drop down only one service can be selected. |  |  |
| **BR 16.0** | Home page UI:  Background will be Google map with provider’s location in center and active instapal service provider icon within the displayed map. Top bar will have 3 horizontal dash line in left side and “Online/Offline” switch on right side.  Below top bar, a box will be there displaying “Provider | “Selected from service profile”. This display depends on what user has selected/completed in Profile.  On mid bottom right side, an icon will be there when tapped to track your location if user drags/moves around the map.  On buttom, provider will see a block that displays today’s earning records with title “Today’s Earning” and below it, Left side “Date, TIME of online, X number of service provided” 3 rows and right side “Rs. X.XX” (big size font)  On footer, provider will see small block that contains updates, promo placed by admin with one button (customizable with name and link). |  |  |
| BR 16.1 | Top bar with 3 dash: When clicked will open sliding from left side upto 2/3 rd screen – this will display tabs (BR 8.0). |  |  |
| BR 16.2 | Online/Offline switch: When tapped, the status reverses. If Online, provider will be able to receive offers from users. If Offline, provider won’t receive any offer. |  |  |
| **BR 17.0** | **Receving Offer** |  |  |
| BR 17.1 | When the provider is “Online” with service or rental profile X and if any user who need service line X sends a confirmation, Provider will receive an offer with 30 seconds time to accept. A single tap to accept.  UI: Background will be black, inside a circle white text of Offer will be display. A sound will be played. “Offer for “Service X” or Rental X”. If provider is running the app in background, it will send a push notification “You have received an offer. 30s to accept!” |  |  |
| BR 17.2 | If the offer is missed, app UI for provider will return back to home page. If app is running is background, it will send push notification “You missed an offer!” |  |  |
| BR 17.3 | If offer is accepted, UI will show google map in background with route to receiver’s location. On top bar, “Online/Offline” will be disappeared and provider can’t receiver any other offer until complete or cancelled. Below top bar, box will display “Service X to Receiver’s name” on left. (When this box is tapped, provider can see detail of this service if it contains menu.) On right side, a button “Start” will appear. Once provider is ready, he will press start button to open google map route full screen to navigate.  Receiver can see in his app the provider has started. And arrival time is decreasing. |  |  |
| BR 17.4 | When provider comes near “0.0 to 0.4 km” of receiver’s location, Arrived” button will appear. Once provider taps “Arrived” and receiver “Confirm”, system will track “time” spent and “distance” travelled by user. |  |  |
| **BR 18.0** | **Service completed** |  |  |
| BR 18.1 | After tapping “Arrived”, “Completed” button will appear in provider’s app which can be pressed when service is completed. Once provider taps “Completed”, This will be notified to receiver with “Service completed. [Pay with Cash/e-SEWA/Debit/Credit/PayPal]”. Message display “Successfully paid.” Preffered method of payment stored in user account will be displayed.  If CASH is the mode of payment in receiver’s profile, service provider screen will display “Please take CASH for payment of Rs. X.XX from <name of receiver>. [Payment Received].” Else it will display “Payment of Rs. X.xx from <name of receiver> has been added to your earnings. [Ok]”. When payment received is clicked, this transaction will disappear from home page of service provider. |  |  |
| **BR 19.0** | After payment completion, receiver and provider can rate each other with 5 stars and comment (222 character limit). Or SKIP rating. Once tapped, user will be directed to home screen. |  |  |
| **BR 20.0** | In case of any issue, both provider and receiver can login to Help Center and send message to admin by filling out the detail form. |  |  |
| **BR 21.0** | **Service profile | Rental profile UI**  Service/Rental profile: Provider can select only one from this list. After selected, when clicked, it will display a profile UI: Provider can edit “Pricing”, add/remove “Main picture of menu”, “Menu” “Menu price” and “Description”. |  |  |

1. **Android app: Admin**

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| --- | --- | --- | --- |
| Requirement Identifier | Requirement Description | Priority (H, M, L) | Notes |
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# Approvals

## Business and IT Approvals

|  |  |  |  |
| --- | --- | --- | --- |
| Signature | Printed Name | Role | Date |
|  | Krishna Dahal | Chief Creative Officer, Instapal |  |
|  | Sabin Khadka | CEO, Instapal |  |
|  | Koshish Koirala | COO/CFO, Instapal |  |
|  | Uttam Gurung | Chief Marketing Officer |  |

# Instructions and Guidelines

## General Guidelines for this template

This template may be used for both internally developed software projects or for third party package projects. The intent of this document is not to duplicate vendor software documentation but rather to describe how the software/service will be used at Instapal. Ideally, this document should be completed and requirements should be gathered. Determining requirements is often an iterative process that involves gathering initial requirements, investigating potential solutions, evaluating those potential against the requirements and other business needs, and then analyzing the gap between stated requirements and available solutions. As gaps are identified, requirements may be dropped from the project scope, implemented using other solutions, or saved for future implementation/releases.

* Be sure to analyze existing system functionality, business process data flows, interfaces, user interfaces, job flows, and business rules to identify requirements that the business client may not know about or may assume that they’ll have with the new solution.
* Requirements documents and Functional Specification documents are inputs into the Design Document. The Design Document further details “how” the system will technically meet the requirements.
* Typically you will iterate through requirements and functional specification several times, each time further refining and detailing the requirements as more information is uncovered. Include any constraints and assumptions as you document requirements.