**App Documentation**

**1. App Overview**

This app is designed as a comprehensive on-demand platform where users can book rides or request item delivery services. The app leverages **machine learning** to match users with the nearest available driver, who could be using a car or motorbike. Users can choose from ride-sharing, food delivery, or parcel delivery services, offering flexibility and convenience through a single platform.

**2. Core Features**

**2.1 Dual Subscription for Drivers (Ride and Delivery)**

* **Description**: Drivers can register with the app as either a **ride provider** or **delivery agent** (or both). Anyone who owns a motorbike or car can subscribe as a driver, allowing them to earn by offering rides or completing delivery requests.
* **Key Elements**:
  + **Flexible Registration**: Drivers can sign up for one or both services depending on vehicle type and preference.
  + **Income Tracking**: In-app tracking for earnings from each service, with breakdowns by rides and deliveries.
  + **Service Switching**: Ability to switch between ride and delivery services within the app as demand shifts.

**2.2 Machine Learning-based Matching System**

* **Description**: The app uses machine learning algorithms to match users with the **nearest available drivers**. This aims to reduce wait times and improve resource allocation.
* **Functionality**:
  + **Real-time Location Tracking**: ML-powered location matching connects users with the closest driver, optimizing for minimal wait time.
  + **Dynamic Matching**: Learns user preferences over time (e.g., faster riders, preferred vehicles) to offer personalized matches.

**2.3 Multi-service Options for Users**

* **Description**: Users have the choice to use the app for different services, including **ride-sharing**, **food delivery**, and **parcel delivery**.
* **Key Elements**:
  + **Service Selection**: Simple interface allowing users to choose the service type (Ride, Food Delivery, Parcel Delivery).
  + **Seamless Switching**: Users can easily switch between services within the same app environment.
  + **Combined Tracking**: Users can track rides and deliveries in real time, with notifications on arrival, status, and delivery progress.

**2.4 Safety Features**

* **Description**: Safety is a priority for both drivers and users. Features include real-time tracking, emergency contacts, and user feedback for each service type.
* **Functionality**:
  + **Live Location Sharing**: Users can share their trip or delivery status with family or friends.
  + **Emergency Assistance**: An emergency button connects users or drivers to local authorities or app support in case of issues.
  + **Rating and Review System**: After each ride or delivery, users can rate and review drivers, helping to build trust and accountability.

**2.5 In-app Payments and Promotions**

* **Description**: The app supports multiple payment methods, including credit/debit cards, in-app wallets, and promo codes.
* **Key Elements**:
  + **Payment Flexibility**: Users can choose from saved payment methods or add new ones before confirming the booking.
  + **Earnings Management for Drivers**: Drivers have access to an earnings dashboard showing ride and delivery income, bonuses, and incentives.
  + **Promotions**: Discounts and promo codes for new users, loyalty rewards for frequent users, and periodic offers to encourage higher usage.

**3. User Flow**

**3.1 User Flow for Riders**

1. **Account Setup**: User creates an account and selects preferences for rides or deliveries.
2. **Select Service**: User chooses a service (e.g., Ride, Food Delivery).
3. **Booking/Requesting**:
   * **Ride**: Selects destination, pickup point, vehicle type.
   * **Delivery**: Selects items for delivery, pickup/drop-off points.
4. **Real-time Tracking**: User can track the driver or delivery person approaching and receives ETAs.
5. **In-app Payment**: User selects or confirms the payment method.
6. **Rating and Feedback**: User provides feedback on the service and can save preferences for future matches.

**3.2 User Flow for Drivers**

1. **Account Setup**: Driver registers with the app, uploads vehicle information, and chooses service types (Ride or Delivery).
2. **Service Selection**: Driver toggles between available services based on demand and personal choice.
3. **Matching and Acceptance**:
   * **Ride**: Driver is notified of a nearby ride request and can accept or decline.
   * **Delivery**: Driver receives delivery requests and accepts or declines based on proximity and availability.
4. **Trip/Delivery Execution**: The app guides the driver through pickup and drop-off locations.
5. **Earnings and Feedback**: Driver receives payment details and ratings from users, with earnings reflected in their dashboard.