



Online Laundry Service (Project)

Scenario Overview

FastestLaundry is a startup company, launched in the beginning of this year. It offers premium Laundry services using a Mobile in the Hyderabad region. The firm offers an affordable laundry service with door to door pickup and delivery. The services includes Washing, Ironing, Starching, Dry Cleaning, Darning. They also offer Express FastestLaundry Service at a time slot chosen by the customer with a turnaround delivery time of 12 hrs with limited services. They also offer to track the status of your laundry.

Note: For your deliverable you are not required to create an application profile or define use-cases in the product. While these steps are critical for real-world projects simulating them in an environment where no business architect or business representative would not be valuable to do the overall assessment and as such is not required.

Actors

- **Customer**– Logs in as guest and requests for the services offered by the company. Customer also can track the order and give feedback. A login id is given to the customer, to revisit the app during his first order. A customer needs to acknowledge when he/she receives the laundered clothes .
- **Pickup Assistant**– Picks-up the laundry from the customer.
- **Delivery Assistant**- Delivers the laundry to the customer.
- **Darning Specialist** - Skilled to the darning work.
- **Dry-Cleaning Specialist** - Skilled to do dry cleaning related work
- **Iron Specialist** - Skilled to Ironing work
- **Wash Specialist** - Skilled to do the Washing work
- **Starching Specialist** - Skilled to do the starching work.
- **Laundry Administrators** - Manage the overall application and oversee the works done by the various role holders. Administrator is responsible to track all requests and approve accordingly.

Process overview

Through this **FastestLaundry** application, customers are allowed to order for a service and track their requests.

The **FastestLaundry** application includes the following processes:

- **Guest Login** : A Customer logs in as a guest to initiate a service request. Post successful completion of service request a personalized unique user id with a password is allotted to the guest, which the customer may note. A similar info on user id and password is sent to the user by an email.
- **Service Request**: This process includes the order for a service by selecting the type of clothes and their quantities along with the requested type of service. `This process needs to generate the amount that must be paid. This has to be transparent enough, so that the customer can choose the required service. The total amount needs to include a GST of 4 percent. The GST percent may change as per law. Hence Laundry admin should be permitted to change the GST percentage as needed.
- **Track Request** : With the personal user credentials, customers should be able to track the orders.

Detailed Process Requirements

Service Request: A Customer must be allowed to request for a service and to choose a convenient time to pick up the clothes. A no-Reply mail is expected about the service immediately. Upon approval by Laundry Administrator, another status update must happen to confirm the customer about pickup time. One of the Pickup Assistants must be assigned the work and verify the clothes as per the original request. The pickup Assistant must confirm the clothes received. The Assistant should be allowed to edit the requested service to add, modify or delete the items. The Assistant must collect at least 50% of the bill amount. Remaining amount if any, must be collected at the time of delivery. The clothes picked must be categorized appropriately. Apply parallel processing at applicable places based on category of service.

The Goals and deadline for each category of work is defined in a table given below, The working hours of this laundry service is from 9am to 6pm. Work is to start next day at 9am for the orders received late in the evening , unless it is an Express



Service. In the case of an Express service, the urgency must be manually increased by the administrator to meet the agreement need and keep a close watch on it.

Category	Goal (In hours)/Express	Deadline (In Hours)/Express
Wash	4/1	6/2
Dry Cleaning	6/2	8/4
Iron	2/1	4/2
Wash & Iron	10/2	12/3
Darning	6/NA	8/NA
Starching	6/NA	8/NA

The delivery process must be completed within 3 days of Original service Request.

The service request for the end user must contain details related to Category of wash, Category of Clothes (Men, Women, Child/Infant, Miscellaneous). Keep the targeted device as mobile in mind and develop the application. The price of each category of wash with respect to category of cloths is listed below. You may add the missing categories like(Dhoti,Salwar,Lungi,Bed Sheet,PillowCover,Kerchief etc., with reasonable rates as per approximate weight).

		Men				Women				Infant	Misc		
Category	Formal/Casual Shirt	T Shirt	Formal Trouser	Jeans	Under Garments	Saree	Blouse	Frock	Patticoat	InfantWears (< 6 months)	Tie	Socks	Knickers
Wash Only	7	7	7	10	6	10	7	7	7	5	5	5	7
Iron Only	7	7	7	10	6	15	7	7	7	5	5	5	7
Wash & Iron	12	12	12	18	10	20	12	12	12	8	8	8	12
Darning	50Rs Per Inch	NA	50Rs Per Inch	50Rs Per Inch	NA	50Rs Per Inch	NA	NA	50Rs Per Inch	NA	NA	NA	NA
Starching	NA	NA	NA	NA	NA	30	NA	NA	NA	NA	NA	NA	NA
DryCleaning	25	25	25	25	25	60	25	25	25	25	25	25	25

Create a user-friendly mobile UI for the end user to complete the service request.

Screen must include a TAX, The name of tax is different as per different regions. Like GST in India. Keep a provision to include a tax, but not specific to a country in future releases.

TrackRequest : Customer should be allowed to track the previous orders, and current order status. The status can be NewOrder, OrderReceived, OrderApproved, PickupReady, PickedUp, ServiceReady, Serviced, DeliveryReady, Delivered, Acknowledgement Pending. Acknowledged.

Additional Requirements

Guardrail scores should not be a hindrance to deploy the product.

Must follow the naming conventions.

Create Separate Skills, WorkBaskets and WorkGroups for all Assistants and Specialists and use those for routing/skill based routing.

Use SLA.

Minimum order must be above Rs-400/- excluding GST, for free pickup and delivery or else Rs, 40 + GST is charged additionally on the total price.

Customer may update to increase the preferred Cloth pick up and Cloth Delivery time, before 12hours of previously requested timelines.

Customer may cancel the order before 2 hours of pickup time.



Expected UI

Not restricted to the below template. Any UI, that fits into a mobile with provision to display full details. It must be less clumsy. Less horizontal scrolling. Minimum things to type.

Men			
Item	Qty	Service Type	Price
Shirt	Control to updown qty	Dropdown(Washonly,Iron...etc)	Automatic
Tshirt	Control to updown qty	Dropdown(Washonly,Iron...etc)	Automatic
x			
x			
x			
x			

Checkout Skip Next

Women			
Item	Qty	Service Type	Price
Saree	Control to updown qty	Dropdown(Washonly,Iron...etc)	Automatic
Salwar	Control to updown qty	Dropdown(Washonly,Iron...etc)	Automatic
x			
x			
x			
x			

Checkout Skip Next

Reporting Requirements

The following reports are needed for Laundry Admin.

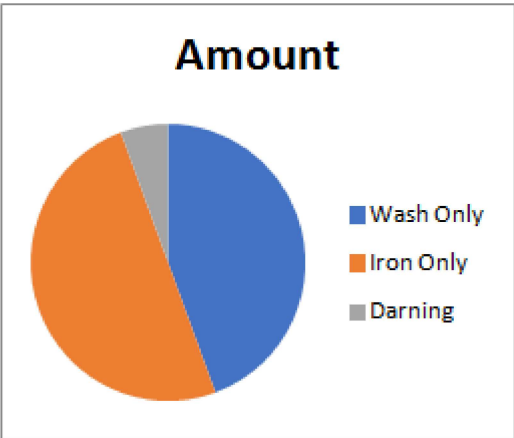
- Total amount collected for a given date input.
- Total orders pending to be picked
- Total orders pending to be delivered
- Total orders Picked vs Delivered.
- Status of each order

The following reports can be sent to Customers at the end of each month, if they have ordered any.

Types of services used and amount spent by customer in last month. It should be one as below.



Category	Amount
Wash Only	800
Iron Only	900
Darning	100



UI Requirements

SMDB Branding is needed across all screens.
Remove all un-necessary harnesses.
Keep the UI simple and Intuitive

Organizational Structure

FastestLaundry's class structure looks as follows.

Organization : SMDB
Division : Hyderabad
Application: FastestLaundry

Create the necessary users for testing purposes, a sample list is given below.

Department	Role	Operator ID
Hyd	PickupAssistant	PickAsst1.smart
Hyd	DeliveryAssistant	DelAsst1.smart

