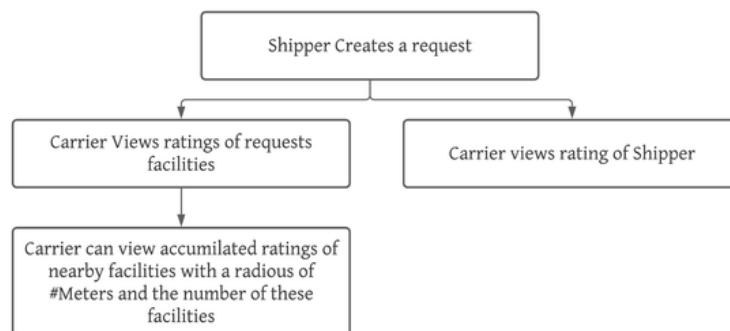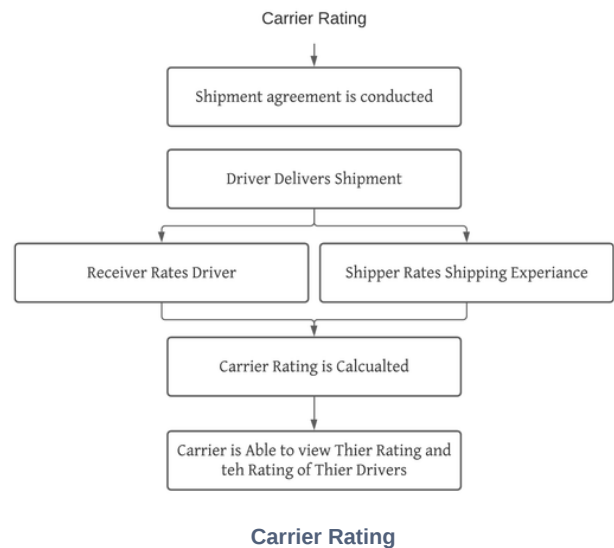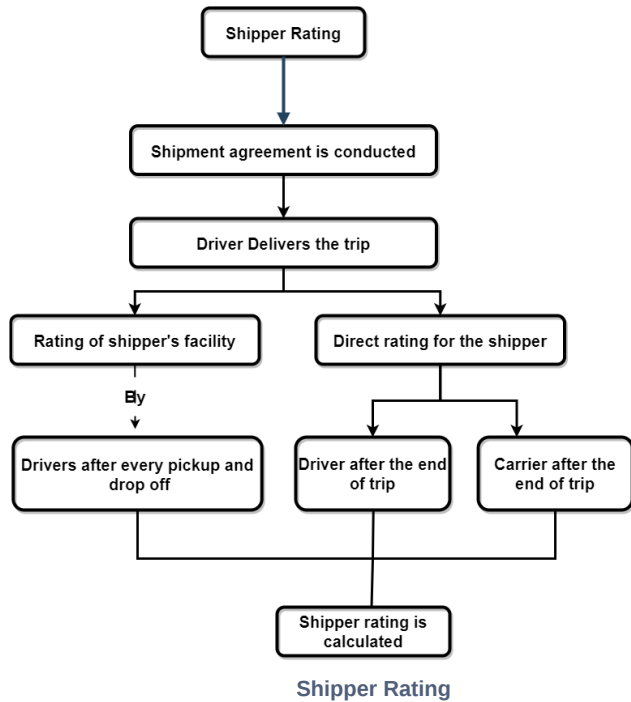# Rating

The Rating process on the Tachyon platform is made by the Shippers for the Carriers and vice-versa in order to have a comprehensive view of the quality of the services that is provided by the Drivers of the Carrier and the facilities and behavior of the Shipper's receivers.

Diagram:

```
                Shipper Rating
                      |
                      v
         Shipment agreement is conducted
                      |
                      v
            Driver Delivers the trip
                 |         |
                 v         v
    Rating of shipper's    Direct rating for the shipper
        facility                |
          |                  |        |
          By                 v        v
          v             Driver    Carrier
    Drivers after      after the  after the
   every pickup and    end of     end of trip
      drop off          trip
          |               |         |
          |               v         |
          +----->  Shipper rating is  <-----+
                    calculated
```

Shipper Rating

```
            Carrier Rating
                  |
                  v
      Shipment agreement is conducted
                  |
                  v
        Driver Delivers Shipment
             |         |
             v         v
    Receiver Rates   Shipper Rates Shipping
      Driver         Experiance
             |         |
             v         v
       Carrier Rating is Calcualted
                  |
                  v
    Carrier is Able to view Thier Rating and
      teh Rating of Thier Drivers
```

Carrier Rating

```
          Shipper Creates a request
             |              |
             v              v
   Carrier Views ratings   Carrier views rating of Shipper
    of requests facilities
             |
             v
   Carrier can view accumilated ratings of
    nearby facilities with a radious of
    #Meters and the number of these
    facilities
```

1-Carriers Rating:

The rating of Carriers is the average rate of their Drivers & deliveries.

The Rating process for the Carrier happens in the following two situations:

1.A By receiver:

📄 TAC-1407: As a Receiver I Can Rate the Driver after I receive my Shipment **FOR RELEASE**

When the driver delivers a shipment to a Receiver, the Receiver [if was inside the platform or outside the platform through SMS] is asked to confirm the delivery [Link] and then is asked to rate the driver (**How was the Driver?**) by selecting a number from 1-5, a text area is also shown in case the Receiver wants to add any notes [if the Receiver was in the platform], then the Receiver is asked to rate the delivery itself (**How was the delivery experience?**) by selecting a number from 1-5, a text area is also shown in case the Receiver wants to add any notes [if the Receiver was in the platform].

1.B By Shipper:

📄 TAC-1406: As a Shipper i can Rate the Carrier after the Shipment is finalized either it was a normal Shipping request or a dedicated Shipping request **FOR RELEASE**

After the shipment is finalized, a notification is sent to the Shipper asking them to rate the delivery experience. If the Shipper does not rate it, his rating gets ignored, if he rates, his rate is averaged with the receiver's rate.

The average of the rating of all the Drivers of the Carrier is added to the average of the rating of all deliveries divided by two, it gets displayed on the profile page of the Carrier.

Note: The Rate is not calculated until more than 10 rates are submitted.

Receivers and Shippers both have a text area where they can add notes with their ratings.

In case of a dedicated request:

After the Duration of the dedicated request finishes, the Shipper is asked to rate the rental experience. (**How was the rental experience?**) it is treated the same way as a normal delivery experience.

Carrier Rating Calculation Equations:

Single Trip Multiple Drop

$$\frac{\frac{R^1\_D\_r+R^2\_D\_r+R^3\_D\_r+....+R^N\_D\_r}{N}+\frac{R^1\_DE\_r+R^2\_DE\_r+R^3\_DE\_r+....+R^N\_DE\_r}{N}+Shipper\_DE\_r}{3}$$

Single Trip Single Drop

$$\frac{Reciever\_DE\_r+Reciever\_D\_r+Shipper\_DE\_r}{3}$$

Carrier Rating

$$\frac{Shipment^1\_r+Shipment^2\_r+Shipment^3\_r+...+Shipment^N\_r}{N}$$

Where:

Symble	Meanning
R	Reciever.
DE	Delievery Experiance.
r	Rating Value.
D	Driver.
N	Number of # [depends on context: "**Shipments**" or "**Trips**"]

Table (1)

Notes: if one of the previously mentioned variables was missing or its value was [Zero] it gets ignored and the divided by number gets changed accordingly. ex: when a shipper does not rate a single trip single drop shipment the divided by number becomes 2. whenever that information becomes available again the result gets re-calculated.

2-Shippers Rating:

2. A Shipper Rating Conducting:

Shippers rating's in Tachyon are calculated by averaging the rating of their facilities and the direct rating that they get at the end of the shipments, the facilities are rated by two entities:

2. A.A By Drivers:

Drivers rate Shippers' facilities, when a Driver delivers a shipment to a certain facility in a trip, the Driver is asked to rate the facility on a scale from 1-5 based on the answer "**How Was The Facility?**" [**if it was a Pickup facility or a drop-off facility**], after the end of delivering all the goods in the shipment (in case of a multidrop) the Driver is asked to rate the Shipper directly on a scale from 1-5 based on the answer of "**How Was The Shipping Experience with [Name of the Shipper]?**".

2. A.B By Carriers:

Carriers only rate the Shippers at the end of the delivery of the shipment process. the Carrier is asked to rate the Shipper on a scale from 1-5 based on the answer "**How was the Shipper?**".

2. B Shipper Rating Calculation:

The Rating of the Shipper is the summation of the average rating facilities and the average ratings of the Carrier in each shipment that the Shipper ordered divided by two.

Carriers and Drivers both have a text area where they can add notes with their ratings.

Note: Each Shipper facility has its own rating, even if there was more than one shipment with the same name and has close-by coordinates.

Note: The Rate is not calculated until more than 10 rates are submitted.

Shipper Rating Calculation Equations:

Rating of each individual facility by drivers:

$$Facility\ rating = \frac{D1\ r + D2\ r + D3\ r\ ... + Dn\ r}{n}$$

Shipper rating from single drop trip:

$$Shipper\ rating = \frac{\frac{F1r + F2r}{2} + Dr(S) + Cr(S)}{3}$$

> **ⓘ**   **Where the F symbol means the facility if it was pickup or drop off**

Shipper rating from multiple drop trip:

$$Shipper\ rating = \frac{\frac{F1r + F2r + F3r + \cdots + Fnr}{n} + Dr(S) + Cr(S)}{3}$$

> **ⓘ**   **Where the F symbol means the facility if it was pickup or drop off**

Shipper Rating from all trips:

$$Shipper\ rating = \frac{T1r + T2r + T3r + \cdots + Tnr}{n}$$

Where:

Symble	Meanning
C	Carrier
F	Facility
S	Shipper
N	Number of Rating
D	Driver.
r	Rating.

Table (2)

3-Ratings Viewing:

3.A Carrier Rating's viewing:

Rating of Carriers is seen by themselves, Tachyon Admin, TachyonMS, and by Shippers, as explained in the following table:

Actor	Viewing Situation
Carriers Their selfs	The Carriers can see their ratings in their profiles with a section where they can see notes submitted with the ratings [LINK].
Shippers	1- when a Carrier places a pricing on a Shipper request, the Shipper will be able to view their ratings[can view rating only or they can go into their profile to see rating and more information]. 2- When the Shipper chooses to do a Direct Request with a Carrier.
TachyonMS	Same as Shippers with the additional case of : TachyonMS can go to the list of Carriers profiles and view their ratings.
Tachyon Admin	Same as TachyonMS

Table (3)

3.A Shipper Rating's viewing:

Rating of Shippers is seen by themselves, Tachyon Admin, TachyonMS, and by Carriers, as explained in the following table:

Actor	Viewing Situation
Shippers Their selfs	The Shippers can see their ratings in their profiles with a section where they can see notes submitted with the ratings [LINK].
Carriers	When a Shipper places a Request as Direct Request, a bid request or by assigning a request to a PP.
TachyonMS	Same as Carriers with the additional case of : TachyonMS can go to the list of Shippers profiles and view their ratings.
Tachyon Admin	Same as TachyonMS

Table (4)

Note: in any case of viewing the rating the system will show the number of times a rating was submitted.

Note: The Carrier when seeing a request by the Shipper, will be able to view the rating of the Shipper as a whole and the ratings of each facility in the shipment, the Carrier will be able to view the rating of each facility by itself, how many times it was rated and also will be able to view the ratings on nearby facilities that are in a certain radius away from the selected facility the system will show the number of those facilities and the average of their ratings. [This last part of the note that relates to radius rating accumulation will be postponed].