



# LuxWash – User Flow Document

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## Overview

**App Name:** LuxWash

**User Roles:**

1. Car Owner (Customer)
  2. Mobile Car Wash Provider (Service Provider)
  3. Admin (Internal system user)
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## Navigation & Workflow Principles

- **Platform:**
    - iOS & Android for mobile users (Car Owners & Service Providers)
    - Web dashboard for Admins
  - **Authentication Required:** All flows require login unless stated otherwise
  - **Navigation:** Tab-based for mobile apps; side-nav or top-nav for admin
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## 1. Car Owner Workflow

### 1.1 Registration & Login

Step	Screen	Action
1	Welcome	"Sign Up" or "Log In"

2	Registration	Enter name, email, phone → Submit
3	Verification	OTP via SMS/email → Verify
4	Dashboard	Auto-login after successful registration

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## 1.2 Book a Car Wash

Step	Screen	Action
1	Dashboard	Tap “Book Now”
2	Select Car Type	Choose sedan/SUV/etc.
3	Select Service Type	Exterior only, interior + exterior, etc.
4	Location	Use GPS or enter address manually
5	Date & Time	Pick availability window
6	Browse Washers	View list/map of nearby providers
7	Select Washer	Tap to see profile, ratings, ETA
8	Payment	Pay via Stripe → Confirm
9	Confirmation	Booking summary + ETA shown
10	Notifications	In-app, SMS, and email sent

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## 1.3 During the Wash

Step	Screen	Action
1	Live Tracking	View washer en route (optional)
2	Messaging	In-app chat enabled with washer
3	Status Updates	"Washer en route" → "Washing started" → "Complete"

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## 1.4 Post-Service

Step	Screen	Action
1	Rating	Prompt to rate washer (1–5 stars + comment)
2	Order History	View past orders, details, receipts

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## 2. Service Provider (Washer) Workflow

### 2.1 Registration & Login

Step	Screen	Action
1	Welcome	Tap “Register as Washer”
2	Registration	Full name, DOB, email, phone
3	Upload Documents	ID, Business Certificate
4	Verification Pending	Status shown until admin approval
5	Login	After approval, login as washer

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### 2.2 Set Availability

Step	Screen	Action
1	Home / Availability	Toggle “Available” status
2	Schedule	Define working hours & breaks

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### 2.3 Accept & Fulfill Orders

Step	Screen	Action
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1	Booking Request	Pop-up with user details & service info
2	Accept or Decline	Accept = job starts; Decline = job rejected
3	Navigation	View map to customer location
4	Start Wash	Confirm wash started (triggers timer)
5	Complete Wash	Mark as "Complete" when done
6	Timer Management	System tracks 12-hour daily cap

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## 2.4 Time Management Enforcement

Step	Screen	Action
1	Timer	View total washing hours for day
2	Alerts	Receive notifications: <ul style="list-style-type: none"> <li>• 2h left</li> <li>• 1h left</li> <li>• 30min left   <ul style="list-style-type: none"> <li>  3   Auto Disconnect   App disables bookings at 12h  </li> <li>  4   Break Timer   Countdown for mandatory 6-hour break  </li> <li>  5   Reset   Availability restored after 6h offline  </li> </ul> </li> </ul>

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## 2.5 Earnings & History

Step	Screen	Action
1	Earnings	Daily, weekly, monthly earnings shown
2	Withdraw	Option to withdraw via Stripe Connect
3	History	List of completed jobs and ratings

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## 3. Admin Workflow (Web Dashboard)

### 3.1 Login & Access

Step	Screen	Action
1	Login	Email + password
2	Dashboard	View system overview
3	Role-based Access	Limited to admins only

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### 3.2 User & Washer Management

Step	Screen	Action
1	Users	View list of all car owners
2	Washers	View & approve pending washer documents
3	Document Viewer	Open/verify uploaded ID & cert
4	Ban / Suspend	Temporarily deactivate accounts

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### 3.3 Orders & Monitoring

Step	Screen	Action
1	Orders	List/filter/search orders
2	Status	View current status (pending, in-progress, completed)
3	Manual Override	Cancel, reassign, or refund order if needed

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### 3.4 Reporting & Logs

Step	Screen	Action
1	Analytics	Charts: earnings, active users, bookings per day
2	Logs	View system or admin actions
3	Disputes	Review and resolve customer issues