## CYDENE EXPRESS

*“On demand gas delivery at your finger tip”*

**INTRODUCTION:**

Cydene express is a mobile application for gas order and delivery to customers in Nigeria.

The Cydene express mobile application would allow gas suppliers and gas companies signup on the app in other to enable them sell to customers within their geo location.

Individual sellers can sign up and manage their own account and delivery processes while the gas companies can register their own delivery personnel as many as possible and also manage their account.

Customers who want gas can easily log in to the user app and find gas suppliers around, make an order and get it delivered at their doorstep. They can either pay in cash or credit card with an additional wallet system feature to enable customers recharge their account.

**WORDS AND MEANING**

USER/CUSTOMER: This refers to individual who request for gas delivery.

SUPPLIERS/SELLER: This refers to gas company owners who have their own individual sellers and delivery/dispatcher men OR individual gas sellers.

**TOPICS:**

**1. USER APPLICATION FEATURES**

● Surge Pricing

● Nearby delivery personnel (suppliers/sellers)

● Wallet integration

● Coupons/Offers integration

● Scheduled booking (order)

● Estimated pricing and time

● Live Navigation

● Order history management

● Social login (Google and Face book)

● Rate card based on various services

● Payment gateway (Stripe/COD)

● Route navigation guide via Google map

● SOS integration

● Share order request details to others

● Rating and review

● Detailed invoice

● Call

**2. PROVIDER /SELLERS APPLICATION FEATURES**

● Suppliers/dispatcher Information

● Scheduled booking

● Earnings/target tracking

● Order delivery history management

● Social login (Google and Face book)

● Route navigation guide via Google map

● Detailed invoice

● Call

● Live navigation

● Switch availability (Online/Offline)

**3. ADMIN APPLICATION FEATURES**

● User Management

● Dispatcher /seller panel

● Heat map

● Provider management

● Provider management

● Map view

● Rating and Review

● Schedule

● Request history management

● Service type management

● Document management

● Promo code management

● Payment (Stripe/COD)

● Site settings (Logo/Name change)

**USER APPLICATION FEATURES**

**SURGE PRICING**

Surge pricing applies when there is high demand for gas but fewer dispatchers available, usually during peak hours. Surging aids to get more sellers on the road and helps pick up available for the neediest. It calculates on customer’s location and also encourages more sellers to get on the road when demand is very high. Consequently they can profit more money than usual. Surge fare usually differs for different zones and the rates are charged as a multiplier of X.X. On the other hand, when there is a surge, app will always ask user to accept the surge charge before confirming the order request.

**NEARBY SELLERS/DISPATCHERS**

Based on the user’s station, it helps find the available sellers close-by. So, the user need not worry about the distance or the time that the delivery would take to get to the user. This makes it easier for the user to locate the dispatcher within minutes from the date of booking and hence making the job easier to commute! So, once the booking is made, all that the user needs to do is, just hang on for a very few minutes and his order would arrive.

**WALLET INTEGRATION**

Hard on Cash Transactions? Go Cashless! This allows customers to blend their favorable payment methods on their rides, for instance, Paytm. These wallets can be recharged and used up to any amount that the user intends to. Occasionally, mobile wallet companies are eager to give discounts or offers for the customers who use their technology. The purpose of using mobile wallet is to avoid any disputes over currencies. At times, customers as well as sellers find it troublesome to handle cash at the end of the transaction. Loyalty of the customer also becomes high by using mobile wallets during rides. Cash on Ride option is also made available during technical glitches that might occur either with the phone or its network or during the banking transaction, however, predominantly it’s always recommended to go cashless keeping in mind the availability of technology.

**COUPON/OFFERS INTEGRATION**

This service is an exclusive feature that puts the customer/user into various advantageous situations and also made a matter of sheer convenience for any demand across the city. The more order you make, the more would be coupons and offers coming your way! This would add benefits to all your future rides and hence making you a happy, regular customer! Users can avail the same while booking the ride. The app makes sure there are offers and discounts always circulating for both old and new customers. Usually a first ride discount coupon and sometimes a free first ride likewise.

**SCHEDULED BOOKING**

Did your gas get exhausted? Has it ruined your cooking plans? Well, don’t get troubled. We do arrange an advance order preference to keep you away from nick of time ordering. Gas request can be scheduled well in advance saving your precious time and efforts. However, request or the fares are not affirmed during the specified time and if the suppliers are not available, users will be notified about the same well in advance. Users can also cancel a scheduled order without cancellation fee and the fares are indeed same as any standard ride, based on the time of order.

**ESTIMATED PRICING AND TIME**

Helps you calculate the delivery estimate for the gas using base fare, fare per km etc and the approximate time to reach the destination. The fare calculators are highly concrete. Pricing differs depending on the supplier’s price, quantity and the distance between the supplier and the customer. This attribute would certainly add up to the advantage of a safe and a secured Gas delivery with the maximum fringe benefits in terms of safety. User can keep track of the fares of his past orders which might not be the case when a random gas seller is used which only brings in outrageous price tag in terms of fare charges with poor quality experience.

**LIVE NAVIGATION**

Any place in today’s world for the matter is questioned when it comes to safety and security especially when it comes to gas transportation. In addition, at times customers are troubled directing the drivers to reach their destination. But not anymore…Here, in our user defined application, you need not worry about your safety or guiding your dispatcher, as it helps keep a track on his navigation real time and also know his ETA. This can also be shared with your contacts furthermore to avoid any discrepancy during the commute! So, let your family/friends know you’re tracking details and what better could you ask for!

**ORDER HISTORY MANAGEMENT**

Users can keep a track on the order history, either to avail. So, all you need to do is, go to your app and select option of trip history and there you go- the app would display the history of your order and timelines are configured based on the discretion of the app.

Users can take a look at their trip history and match up with the rates on their previous rides too.

**SOCIAL LOGIN (GOOGLE & FACEBOOK)**

Users can use their social networking logins such as Face book and Google accounts to order. It helps a lot when the user is out of digital phone access or the phone app. In that case, all that a user needs to do is to sync his/her information from the ride app and configure the same into any of the social networking sites and this would automatically get tagged with the app that is available on your Smartphone.

**RATE CARD BASED ON VARIOUS SERVICES**

Fares differ based on the quantity the users wish to avail. This purely depends on kg of gas the user wishes to avail based on their budget. Leaving aside the regular benefits that the user is entitled to receive, like for instance, door step delivery, the delivery rates are determined as per the distance as well.

**PAYMENT GATEWAY (STRIPE/COD)**

Users get to select their Mode of payment for their upcoming request, either by cash or stripe. Cash is handy however not always! The options are made based on the convenience of the user and hence the payment comes in with ease. All you need to do is to either have a registered bank account directly restored with the app or a funds transfer app like Paytm which would transact the money directly into the app. In most cases, riders prefer to use mobile wallet, fund transfer app to avoid disputes in currencies.

**ROUTE NAVIGATION GUIDE VIA GOOGLE MAP**

Delivery are made accommodating via GPS that explores and finds the fastest route available; helps get directions to reach destinations easily and quickly. This makes an easy way out both for the seller of the gas as well as the customer, where in the shortest route possible is selected for the benefit of the user to save time as well as money! So, the Google Map plays a vital role helping us navigate through the shortest possible route to reach the destination on or before the expected time.

**SOS INTEGRATION**

To enhance the safety of customers and sellers, we have integrated SOS facility in the application, so if there is an emergency, the users can alert the authorities. All you need to do is to invest a few seconds to login to the app and have the alerts ready to be sent to the authorities.

Uncertainty goes unsaid at any given situation however; the ultimate objective of experiencing safety and security has always been the need of the hour. This SOS Integration literally acts as a Savior during odd times especially during natural calamities or any other unforeseen happenings.

**SHARE ORDER DETAILS TO OTHERS**

When your order request is accepted, you can select the option to share your order details with friends/family. A link willbe sent to them with your order details and navigation real time. There would not emergea sense of necessity for the family members or friends to find out whereexactly the dispatcher is unless it is a willful conversation that the person(s) wouldintend to have.

**RATING AND REVIEW**

To help build a better service, users can rate and review their former orders, usually via star ratings. This helps provide a sense of true customer experience which would in turn help us build a better and an improvised qualitative service(s). The rating would include the performance of the seller, services as well as the delivery ratings.

**DETAILED INVOICE**

When the transaction ends, an invoice would be sent to the email address provided, which includes the details of the transactions and detailed breakdown of the order. So here, the user is aware of the complete details of the transaction and hence it would be accounted not only from the user’s side but also from our side to exhibit transparency in case of any kind of a discrepancy.

**CALL**

Anonymously, the app would have the supplier’s and the user's number saved. By selecting the call option in the profiles, the seller or the user could contact each other when necessary or vital. The phone number would help the driver know where the customer exactly is, which would save more time.

Sometimes, considering the urgency of the customer, the calls are also received by the seller promptly to locate the waiting point of the seller.

**PROVIDER APPLICATION FEATURES**

**SCHEDULED BOOKING**

If there is an order scheduled already, based on the location, sellers would be assigned. This is to ensure a systematic way of organizing the transaction with ease! So, there would not be any stand-by or waiting for the seller to adhere to the services of the customers. The procedure would only take less than a few minutes for the customer to avail the seller the moment the seller is being booked.

**EARNINGS/TARGET TRACKING**

Higher the number of supply, the more money a seller makes. It allows sellers to keep a track on their targets and Earnings on each transaction that aids on winning their incentives etc. seller’s incentives are based on various aspects like rating, number of rides approved and cancelled etc. The seller can also review their payment anytime from anywhere and also they have the facility to log in or log out of work whenever. On the other hand, once they’re online, their movements will be scanned always.

**TRIP HISTORY MANAGEMENT**

Here, the sellers can keep track of the transaction histories to check the appropriate data of the transactions. This platform helps seller’s to keep a track on their target sales which helps them decide on accepting/rejecting next request. Besides, there remains a total transparency and clarity in terms of the number of delivery done and this is purely based on the data that is documented by the organization which would bring out the clear picture even during internal documentation purposes like payroll, data audits, surcharges etc.

**SOCIAL LOGIN (GOOGLE &FACEBOOK)**

Like users, sellers can also use their social login like Facebook or Google to avail this platform. The social networking platform proves a great deal of feasibility in terms of access wherein the sellers can also login with ease and this would also establish a platform for new users who have plans in getting into this logistics business. Equivalently if a seller is out of access to his mobile phone, then the benefit of social login saves them.

**ROUTE NAVIGATION GUIDE VIA GOOGLE MAP**

Sellers can use the route navigation system to reach the customer destination on time with the fastest route available. Route alerts will alert dispatchers when they have diverted from the user-defined path. Also, when a passenger makes requests, dispatchers will be able to view the map real time and decide on which seller can be assigned to the customers, so the seller far away will not be disturbed. It certainly does not require expertise to comprehend the dynamics of the application. This brings in a quality wherein the language is made way too simple for the sellers to understand the commands while navigating to the respective destination.

**DETAILED INVOICE**

Sellers can calculate their earnings with detailed breakdown of the invoice for each delivery. This helps them carry a detailed track record for the transactions they have done. Likewise it helps them with any discrepancy during their payroll. So, as transparency prevails in the actual work of the sellers where they take up the key responsibility of having the customers get their order in their respective destinations in a safe and secured way, the situation is no inferior when it comes to what they deserve for their work that not only includes their regular compensatory benefits but also the other perks they truly deserve. Here, the sellers can avail complete, documented details of their earnings on a timely basis which eventually proves a sense of dedication and a corporate feel!

**CALL**

Sellers get the opportunity to get in touch with the customers to confirm about the order. This enables the sellers to plan their delivery accordingly and reach the destination i.e. the delivery point of the customers on time. This adds a lot more definition to time which in turn acts as a value add for the customers! How?? Well, this app has an inbuilt platform where the contact numbers of both user and the driver will be saved vitally during the process of sign up.

**LIVE NAVIGATION**

Sellers can make use of live navigation system to track the best possible route available which helps them to reach the customer on time and take the fastest route available. Considering the factor like rush hours, this real-time scenario enables both the supplier as well as the customers to know, understand and study the nuances of going the right possible directions by saving the maximum amount of time and reach the destination well in advance perhaps.

**SWITCH AVAILABILITY - ONLINE/OFFLINE**

Sellers have the option to choose to be online/offline depending on their availability to accept a order based on their targets reached. . This however adds more value while they are at their actual work timings and trying to achieve their targets or the desired number of delivery they are destined to complete in each period. Besides, if a seller is online, their movements will be scanned by the back end team.

**ADMIN APPLICATION FEATURES**

**USER MANAGEMENT**

Admin platform can manage users, dispatcher, providers /suppliers. This often acts as one of the easier platforms that help sustain the business in terms of lucrative growth and longevity. The application however, acts as a custom-made innovation when it comes to its easy accessibility and its end-usage. This section in the app plays a crucial role as almost every instance is watched and managed here.

**DISPATCHER PANEL**

It updates the request to be assigned on a ride. Here every request is taken with utmost accuracy and appropriateness wherein the details summarize to the exact account of information that gets populated into the user’s account.

**HEAT MAP**

Displays the list of users and providers available around the city and this enables to keep a track and strengthen our client base. To keep track on places where there is High request from users, usually different colors indicating different specifics to be obvious. This brings in a moral establishment to the business and the initiates the overall concept of expanding a wide range of network.

**PROVIDER MANAGEMENT**

Manages various providers available and can list already existing providers or even add new providers. Based on the back end check, providers would be approved. This enables a wide range of database into the main system which would contain the complete database. Varied particulars of the providers, status of the provider, their sub charges etc are entirely taken care in this platform.

**COMPANY/SUPPLIER MANAGEMENT**

Already existing company can be listed or enables to add new details. Already existing company can be listed or enables to add new company details. Company partners will engage the sellers to partner with them to take their orders. Every delivery would bring in money for the sellers and company. So the details about various company partners who are coupled with our trade are listed out in this panel.

**MAP VIEW / GOD'S VIEW**

This tool enables to track the various users and providers over the map. This helps navigate the right route to the right destination. Since the technology has been created accurately, there would be accurate view in terms of any destination across the globe! This apparently helps the backend team to assign the drivers accordingly.

**RATING AND REVIEW**

Ratings and reviews from both user and the provider can be viewed in this dashboard. This would enable the business to achieve and hence perform better and most importantly any business for the matter, especially when it comes to businesses like these, it’s very imperative to have ratings, review and feedback that acts as a deciding authority to expand/improve and improvise the business!

**SCHEDULE**

Orders that are scheduled for future can be managed in this panel. This is an added advantage where customers especially the regulars can have their order booked well in advance so that they have a clear agenda about their regular business activities. Based on that, backend team will have a check on the various available drivers during the requested date and time and attach drivers accordingly to avoid commotion.

**REQUEST HISTORY MANAGEMENT**

History on order is displayed here. So your back end team can keep a track of the various attributes on the past request. For E.G, the number of order a particular user has requested in the past, number of order request received at a particular location etc.

**SERVICE TYPE MANAGEMENT**

Various available services and their details like fares, price per kg and capacity are displayed here. Based on the details provided by the driver, back end team can assign them.

Orders are assigned upon a request based on the quantity a particular user has requested, example, the quantity by kg etc. Furthermore, the fares on a particular order is calculated according to the distance and quantity ordered by the customer.

**DOCUMENT MANAGEMENT**

Documents like driving license/ work permit of the driver, fitness/insurance certificate of the seller and various other documents needed are managed in this dashboard. This would bring in an accurate display of the seller’s record as the business would truly recommend and run a flawless enterprise. Approval on a particular driver is reckoned on the documents they provide to the back end team. Consequently, they can approve/decline the seller’s operation.

**PROMOCODE MANAGEMENT**

List of already existing offers and new codes can be managed here so customers here have the best of benefits that can be availed under this segment. Offers and promo codes are always mobile and can be altered as and when needed. From time to time, knowledge about the upcoming promotions is posted to regular riders via emails and text messages so the rider’s feel honored. . Who wouldn’t like to avail offers! And who wouldn’t like to gain more consumers!

**PAYMENT (STRIPE/ CASH)**

Payment modes like cash or stripe and payment settings can be taken care of here. You can add, remove or edit the payment options associated with your app’s payment profile. Normally, different payment options could be catered for the ease of rider’s. Likewise, keeping in mind various glitches expected like network traffic and other disputes between drivers and the users. Besides, even microscopic details in the payment options can be altered as and when required.

**SITE SETTINGS (LOGO/NAME CHANGE)**

Information need to be so precise that clients can find us anytime from anywhere.

Variant features of the site like site logo, name, links etc. could be altered via this panel. You can enable or disable features time to time. These sums up to the discretion of the business to have their own, customized settings in order to garnish their trade! This platform is user friendly that you can alter the changes needed anytime positively.