

MVP

Customer App:-

Authentication (Critical)

1. Users should be able to create an account.
2. User should be able to get his/her account verified.
3. User should be able to change his/her password if the password is forgotten via the 'forget password' option.
4. Users should be able to change their full name.
5. User should be able to change his phone number and should be notified to get it verified.
6. User should be able to log out of his/her account.
7. User should be able to permanently delete his/her account.

Create Order (Critical)

1. Users should be able to create an order with multiple packages.
2. Users should be able to provide pick-up and drop-off locations of every package with either entering the address manually or picking a location from the map.
3. Users should be able to add recipient information.
4. Users should be able to add package details along with the package images.
5. Users should be able to edit any created order if required.
6. Users should be able to remove any created packages if required.
7. Users should be able to see the pricing of the whole order before moving forward to payment.

Payment (Critical)

1. Users should be able to add credit/debit card information to process payment.
2. Payment process information should be saved on user's consent for future use.
3. Users should be able to select previously used payment methods to complete a payment transaction.

Promo Code (Optional)

1. Users should be able to apply a promo code to an order before moving forward with payment.
2. Users should be able to remove applied promo codes if required.
3. Users should be able to view the price of the order in question before and after applying the promo code.

Order History (Important)

1. Users should be able to view past orders.
2. If an order's status is 'Pending', users should be able to edit any and all information of that order including the packages.
3. If an order's status is 'Awaiting Pick-up', users should be able to edit any and all information of the package being picked first less its pickup location and all information of the remaining packages may be subject to change as per the user's requirements.
4. If an order's status is 'In Transit', users should be able to edit any and all information of the package being picked first less its pick-up/drop-off location and all information of the remaining packages may be subject to change as per the user's requirements.
5. If an order's status is 'Canceled', users should be able to see the reason for such status and should be able to connect to customer support for any required assistance.
6. Order's price is subject to change if the contents of the order or their details change and the user should be able to pay accordingly.
7. Users should be able to cancel an order, with a fine being imposed if the status of the order is not 'pending' or 'canceled'.

Invite Friends (Optional)

1. Users should be able to invite other users to the application via a link generated that can be sent as a message across other platforms.

Help (Critical)

1. If encountered with a problem, the user should be able to contact customer support in order to solve queries.
2. Users should be able to submit tickets for errors if the application runs into any errors.

Rider App:-

Authentication (Critical)

1. Users should be able to create an account.
2. User should be able to get his/her account verified.
3. User should be able to change his/her password if the password is forgotten via the 'forget password' option.
4. Users should be able to change their full name.
5. User should be able to change his phone number and should be notified to get it verified.
6. User should be able to log out of his/her account.
7. User should be able to permanently delete his/her account.

Complete Profile (Important)

1. User should be able to add//verify his/her phone number.

2. User should be able to add license information (front/back image).
3. User should be able to use the application but should not be able to go online until the profile is complete and authorized by the admin.

Go Online (Critical)

1. User should not be able to go online until his/her profile is completed and is authorized by the admin to do so.
2. User should only be able to select currently assigned task to act upon but should be able to view details of upcoming tasks.
3. User should be able to cancel a current task provided it is a 'pick-up task' and has a valid reason to do so.
4. User should be able to call the recipient of the task at hand via phone number.
5. User should be able to get a new route for the destination if deviated from the current route.
6. User should be able to add a OTP code after reaching the destination.
7. User should be able to get the OTP verified.
8. User should not be able to complete the task until the OTP is verified.
9. User should also be able to verify the task via a QR Code scanner.
10. User should have to upload proof images for successful completion of the task.

Offline (Critical)

1. User should not be able to start or end any task as long as he/she is offline.
2. User should be available for getting tasks assigned to him/her as long as the profile is complete and the user is authorized.

Help (Critical)

1. If encountered with a problem, the user should be able to contact customer support in order to solve queries.
2. Users should be able to submit tickets for errors if the application runs into any errors.

Admin App:-

Authentication (Critical)

1. Users should be able to create an account.
2. User should be able to get his/her account verified.
3. User should be able to change his/her password if the password is forgotten via the 'forget password' option.
4. Users should be able to change their full name.
5. User should be able to log out of his/her account.
6. User should be able to permanently delete his/her account.
7. User should not be allowed to login unless authorized by the super admin.

Promo Codes (Important)

1. User should be able to view/add/remove/edit promo codes.
2. Promo Codes should be sorted in accordance with the validity into Live/Draft/Expired.

Team Members (Critical)

1. User should be able to add other employees and view the details.

Riders (Critical)

1. User should be able to view the details of the riders.
2. User should be able to allow or remove riders from the system.
3. User should be able to edit the wages of the riders.

Ticket (Important)

1. User should be able to view the error logs from other applications in full detail to assist debugging and maintenance.
2. User should be able to assign priority to the tickets.

Help (Critical)

1. User should be able to assist users from other applications with their queries via VOIP or In app chatting.

System

1. An error handling system overhaul is required so that after deployment it would assist in identifying the errors and bugs in the application as the current system accomplishes the task poorly and may not prove to be of assistance.
2. The basic functionality for the system needs to be put into focus for the MVP, whilst putting remaining features into upcoming updates.
3. Field testing of the application is required.
4. In depth debugging of the currently implemented system is required.
5. Identify remaining use cases for the implemented system and provide solutions.
6. Implement provided solutions.
7. Remove unpolished or incomplete features from the application which are not critical to the MVP.