

Item	Hour	Rate	Amount
Development	1585	45	\$71,325.00
Development - KPI	360	45	\$16,200.00
Design	195	40	\$7,800.00
QA	292	40	\$11,680.00
Management	292	40	\$11,680.00
Business Analyst	195	50	\$9,750.00
Sub Total			\$128,435.00
Risk (20%)			\$25,687.00
Total			\$154,122.00

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	<b>Deposit Held</b>	Deposit flagged or held	3	💰 Deposit for booking #[ID] held for review"	In-app				
	<b>New Fleet Owner</b>	New account created	3	👤 [Owner Name] has registered a new fleet account"	In-app				
	<b>Inactive Fleet Owner</b>	No new bookings in 30+ days	5	📅 [Owner Name] has had no bookings in 30 days — check listing performance"	In-app, Email				
	<b>Revenue Milestone</b>	Platform crosses revenue threshold	3	🎉 Congratulations! Platform reached €100K GBV this quarter"	In-app				
	<b>System Alert</b>	Error in payout, data sync, or API	3	⚙️ Error in payout sync for [Owner Name] — review in dashboard"	In-app				
	<b>Message Response Delay</b>	Owner/Traveller response >24h	3	🕒 [Owner Name] has delayed responses — average reply time 27h"	In-app				
	<b>Owner Feedback Alert</b>	Negative review (<3★)	3	❗ [Traveller Name] left a 2★ review for [Camper Name]"	In-app				
	<b>New Destination Added</b>	CMS update	3	🌐 New travel destination page published: [Country Name]"	In-app				
		Fleet Sign Up Pending Email Template	4	- Email both fleet admin and system admin - Includes English and Dutch versions					
		Fleet Sign Up Approval Email Template	4	- Email both fleet admin and system admin - Includes English and Dutch versions					
Fleet Owner Notification									
				Repeat super admin: 2hr					
	<b>New Booking</b>	Camper booked	2	📅 New booking confirmed for [Camper Name] ([Start Date] – [End Date])"	In-app, Email			Repeat	
	<b>Booking Update</b>	booking updated	5		In-app, Email	New		trigger 2	
	<b>Cancellation</b>	Booking cancelled	2		In-app, Email	New		repeat	
	<b>Upcoming Pickup</b>	24h before check-in	3	🚗 [Traveller Name] picking up [Camper Name] tomorrow"	In-app, Push			cron trigger	
	<b>Check-In Started</b>	Traveller begins Goform	3	📄 [Traveller Name] started check-in for [Camper Name]"	In-app		Check in started? Just a notification or it would lead to a check in form? - check in is done in the office, together with the staff, not online		
	<b>Return Due Soon</b>	24h before return	3	🕒 [Camper Name] due for return tomorrow — prepare inspection form"	In-app, Push			cron trigger	
	<b>Late Return</b>	Return not completed after due time	4	⚠️ [Traveller Name] has not returned [Camper Name] yet"	Push, Email			cron trigger	
	<b>Deposit Released</b>	After successful return	3	💰 Deposit for [Traveller Name] released successfully"	In-app		what is the process to release deposit?		
	<b>Deposit Held</b>	Pending issue	3	⚠️ Deposit for booking #[ID] held due to reported damage"	In-app		we will have to implement the workflow - deposit is released automatically after N days , unless the fleet admin press a button to report issue - fleet admin report damage - deposit is held and the email goes out - need to have a list of pending issues to resolve? yes, displays a list of bookings with special status filter		
	<b>New Message</b>	Traveller sends message	3	💬 New message from [Traveller Name]"	In-app, Push				
	<b>Unreplied Message Reminder</b>	>2h without response	3	🕒 You have an unanswered message from [Traveller Name]"	In-app			cron trigger	
	<b>Low Response Rate Alert</b>	<80% replies in 24h	3	📊 Your response rate has dropped — faster replies help boost your ranking!"	In-app, Email			cron trigger	
	<b>Maintenance Reminder</b>	Based on mileage/dates	3	🔧 [Camper Name] service due in 7 days"	In-app			cron trigger	
	<b>Insurance Expiry Warning</b>	14 days before expiry	4	🛡️ Insurance for [Camper Name] expires soon"	Email			cron trigger	
	<b>Payout Completed</b>	Payout to owner processed	5	💰 Your payout of €[Amount] has been processed"	In-app, Email				
	<b>New Review Received</b>	Traveller leaves review	3	🌟 [Traveller Name] left a 5★ review on [Camper Name]"	In-app				

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Category	Feature	Task	Hour	Description	Formula	Special note	Question
Admin Dashboard API	Fleet & Booking Performance			Can export, generate reports, and drill down by owner/fleet, camper vehicle, or timeframe, and timezone, currency, locations if applicable			
		Occupancy Rate (%)		4 % of total available nights booked	$(\text{Booked nights} + \text{Total available nights}) \times 100$		
		Average Booking Length (days)		Avg. nights per booking	$\frac{\text{Total booked nights}}{\text{Total bookings}}$		
		Utilisation per Camper		4 Days rented per camper	$\text{SUM}(\text{booked\_days}) \text{ GROUP BY vehicle\_id}$		
		Revenue per Camper (€)		4 Income per vehicle	$\text{SUM}(\text{total\_price}) \text{ GROUP BY vehicle\_id}$		
		Cancellation Rate (%)		4 % of cancelled bookings	$(\text{Cancelled} + \text{Confirmed}) \times 100$		
		Lead Time (days)		4 Avg. time between booking and pickup	$\text{AVG}(\text{pickup\_date} - \text{booking\_date})$		
		Repeat Booking Rate (%)		5 Returning customers ratio	$(\text{Returning renters} + \text{Total renters}) \times 100$		
	Financial & Marketing Performance						
		Gross Booking Value (GBV)		4 Total income before fees	$\text{SUM}(\text{total\_booking\_amount})$	Group by currency	Is it possible to have multiple currency for each fleet admin? how do we show the report for locations?
		Commission Revenue (€)		4 Platform earnings	$\text{SUM}(\text{total\_booking\_amount} \times \text{commission\_rate})$	Group by currency	what to do when there are multi currencies?
		Owner Payout (€)		4 Total payouts to owners	$\text{SUM}(\text{owner\_payouts})$	Group by currency	Group by countries
		Average Daily Rate (ADR)		4 Avg. daily rental rate	$\frac{\text{Total booking revenue}}{\text{Total booked nights}}$	Group by currency or group by currency	
		Conversion Rate (%)		12 Visitors to confirmed bookings	$(\text{Confirmed bookings} + \text{Visitors}) \times 100$	Group by currency, need to have visitors metrics - Can use Google Analytics to track unique visitors - Call Google Analystis to get the number of unique visitors	
	Cost per Acquisition (CPA)		12 Ad spend per confirmed booking	$\frac{\text{Total ad spend}}{\text{Confirmed bookings}}$		- Group by currency, needs to have ads metrics and pixel - Use ad platform conversion tracking (Meta Pixel, Google Ads Conversion Tag) - When a user clicks on an ad, the platform appends a click ID (e.g., gclid, fbclid) - You capture that ID and persist it in the booking session - On booking confirmation, fire the conversion event with the original click ID back to the ad platform - This allows the ad platform to track CPA natively, attribute correctly, and optimize campaigns - 12 hrs for one ad platform, and additional 5 hour for each ad platform	
	Customer Lifetime Value (CLV)		4 Avg. value per renter	$\text{Avg. booking value} \times \text{Avg. bookings per renter}$	Group by currency		
	Top Performing Channels		4 Bookings by source	$\text{GROUP BY source\_channel}$	Group by currency, need to have source channel info		
	Customer & Communication Performance (Data Store)						
first_conversation_initiated			4		waiting message start time		
frst responded_at, response_time			4		- define what "first reply", reply time		
conversation_start_time			2		- calculate the reply time and save to db		
conversation_reply_time, response time			2				
resolution time			4		define what resolution is		
Customer & Communication Performance (Reporting)							
	Average Response Time (hrs)		4 Avg. time between message and reply	$\text{AVG}(\text{reply\_time} - \text{received\_time})$			
	First Response SLA Compliance (%)		4 % of messages replied within 2 hours	$(\text{Replies} \leq 2\text{h} + \text{Total messages}) \times 100$			
	Average Resolution Time (hrs)		4 Avg. time to close/resolved thread	$\text{AVG}(\text{last\_message} - \text{first\_message})$			
	Unanswered Message Rate (%)		4 % of messages unresolved after 24h	$(\text{Unanswered} + \text{Total received}) \times 100$			
	Response Rate (%)		4 % of messages replied to	$(\text{Replied} + \text{Received}) \times 100$			
	Active Conversations		4 Active chats per day/week	$\text{COUNT}(\text{DISTINCT conversation\_id WHERE active})$			
	Support Ticket Resolution Time (hrs)		4 Avg. time to resolve support issues	$\text{AVG}(\text{resolution\_time})$			
	Traveller Satisfaction (CSAT)		Avg. post-trip or post-message rating	$\text{AVG}(\text{cs\_rating})$	Need to have CSAT BE and FE		
Growth & Partner Metrics	Dispute Response Time (hrs)		Time to first admin response to dispute	$\text{AVG}(\text{response\_time\_dispute})$	Need to support dispute feature		
	New Owners Onboarded		4 $\text{COUNT}(\text{owner\_id WHERE created\_at})$	New owner profiles			
	New Campers Listed		4 $\text{COUNT}(\text{vehicle\_id WHERE created\_at})$	Newly added vehicles			
	Active Owners (%)		4 $(\text{Active owners} + \text{Total owners}) \times 100$	Owners with ≥1 booking			
	Average Owner Earnings (€)		4 $\text{Total payouts} + \text{Active owners}$	Avg. payout per owner			
			Visitor source - none / organic - search engine (google, etc) - social media (instagram, facebook, etc) - Assuming we are using Google Analytics and we can query the data from GA				
	Track referral		0 from GA			- Need to track source on registration - social media, not the actual referral system. - need to defined the referred users, the social media users. - can possibly reduce time	
Referral Rate (%)		8 $(\text{Referred} + \text{New users}) \times 100$	% of new users via referral				
Seasonality Index		4 $(\text{Monthly bookings} + \text{Yearly avg.})$	Monthly demand vs average				
Admin Dashboard - All							
Top Summary Bar (Quick View)							
	Occupancy Rate		2 Data / selected timeframe, past N days. All fleet owner data combined into one number.				
	GBV		2 Data / selected timeframe, past N days. All fleet owner data combined into one number.				
	ADR		2 Data / selected timeframe, past N days. All fleet owner data combined into one number.				
	Conversion Rate		2 Data / selected timeframe, past N days. All fleet owner data combined into one number.				
	Avg. Rating		2 Data / selected timeframe, past N days. All fleet owner data combined into one number.				
	Avg. Response Time		2 Data / selected timeframe, past N days. All fleet owner data combined into one number.				
	Marketing Source Breakdown (pie chart)		4	- assuming we can track this data with GA and pull	Revisit		
	Growth & Partner Metrics UI						
	New Owners Onboarded		4 - Bar chart or table, New owners count, group by number of days, for the past N sets of day groups - ie, last 7 days, 30 days, 12 months				
	New Campers Listed		4 - Bar chart or table, New campers listed count, group by number of days, for the past N sets of day groups - ie, last 7 days, 30 days, 12 months				
	Active Owners (%)		4 - Bar chart or table, Active owners count, group by number of days, for the past N sets of day groups - ie, last 7 days, 30 days, 12 months				
	Average Owner Earnings (€)		6 - Bar chart or table, Average owner earnings, group by number of days, for the past N sets of day groups - ie, last 7 days, 30 days, 12 months				



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ron	Feature	Task	Hour	Description	Comment	Note	Discussion	Updated						
	User account	Sign Up	4	- Email-based sign-up plus SSO support (next line) - Email verification via link or code	Checked			9/4/2025						
		SSO Support	8	- Supports - Google - iCloud	Checked			9/4/2025						
		Profile on Signup	2	- <b>Basic profile creating on sign up, first name, last name, no image</b> - <b>Without 2FA</b>	Checked			9/4/2025						
		Profile photo add/update	8	- Support profile photo - User FE to preview, compress image and crop - Does not transcode image to various resolutions				10/16/2025						
		Login	3	- User account login using email and password	Checked			9/4/2025						
		Forgot Password	5	- User enters email address - System sends HTML email with password reset link	Checked			9/4/2025						
		Header avatar	2	- Display name when user is signed in - When user is not signed in, show login option - Use short form of first name, ie, Henry would show H.	Checked			9/4/2025						
	User account													
		Manage Payment Methods	24	- List saved payment methods (e.g., cards) - Add new card using Stripe - Remove saved cards - Securely handle and display data via Stripe integration	Checked			9/4/2025						
		Personal Details & Security	8	- Allow user to update name - Allow user to change password securely, ask for current password and new password. - Without 2FA	Checked			9/4/2025						
	User Dashboard													
		Dashboard Home	8	- User landing dashboard showing high-level overview (e.g., upcoming bookings, quick actions)										
		Booking Lists	8	- Display upcoming and past bookings linked to the logged-in user	Checked			9/4/2025						
		Booking Detailed View	16	- View booking details - Add "Update" and "Cancel" buttons	Checked			9/4/2025						
		Bokoing Detailed View Magic Token	4	- Generate and validate a magic token to allow users to access booking details without signing in (e.g., from confirmation or reminder emails)	Checked			9/4/2025						
		Update Booking	30	- Modify booking details - Pre-fill page with existing data - Recalculate pricing - Adjust payment via Stripe (charge or refund) - Apply booking adjustment policy - Send booking modification email - Respect refund policy	Checked	There can be many issues such as: If the full price was paid and the user updated to a lower price If the partial price was paid and the user updated to a lower price If the user updated the date but it is already booked by another user And so on		9/4/2025						
		Cancel Booking	8	- Cancel booking with confirmation - Apply refund rules (none, partial, or full) - Send cancellation email	Checked	We need to find out all the cases and take them all into account		9/4/2025						
		Continue Abandoned Booking	8	- User clicks email link to resume an abandoned booking - assuming we don't need magic token for this - Load booking details - Allow checkout - Check campervan availability	Checked			9/4/2025						
		Booking Message List	6	- List of booking threads - Show unread indicator (e.g., red dot) on threads with unread messages - similar to bookings, before we get into the message thread of each booking	Checked			9/4/2025						
	Checkout													
		Custom checkout page	20	- Build a custom front-end checkout flow - Integrate Stripe as the payment gateway - Embed Stripe's UI components to ensure credit card data goes directly to Stripe (PCI compliant) - Handle payment errors and user feedback - Display pricing summary including extras and taxes - Store booking and payment reference info in the database - Assumes Stripe handles transaction and receipt details	Checked			9/2/2025						
		Partial Payment	12	- Enable 50% upfront payment if booking is made more than 30 days in advance - Remaining balance is due before pickup (typically before customer arrives) - System sends payment reminder email N days before the booking date - For bookings ≤ 30 days, full payment is required at time of booking - Skip annual, next phase. Designed for annual policy: 50% upfront, 50% late. Assuming no annual membership. - Assuming no membership plan concept. - Display information of upcoming payment and past past payment for this booking.	Checked			9/2/2025						
	Payment Unit Tests	Unit Test	16	- Write unit tests for payment-related flows: • Booking creation with payment • Booking update with price adjustment and refund/charge • Booking cancellation with refund handling - Validate transaction recording and Stripe integration behavior	Checked			9/2/2025						
	Customer to Fleet Review													
		Review category	4	- Up to 5 review categories, ie, cleanliness, value for money, staff defined systemwide in database, not definable in admin panel - each category has a 5 point system	Checked			9/2/2025						
		Write review	16	- Customer rate review - Email review link after each trip - Magic link - 5 point system for each category - And a text only comment - Recalculate the average points for each category and the total score - Total score is 10 point system, similar to booking.com, simply formula - UI interface to write review - review is based on campervan-booking	Checked			9/2/2025						

ron	Feature	Task	Hour	Description	Comment	Note	Discussion	Updated							
		Read review	12	Read a list of reviews - show total score, 10 point system, should be pre-calculated - show point for each category, 5 point system - show review - pagination - ordered by review date - assuming there is no other filter or sort in this phase	Checked			9/2/2025							
		Read review summary	6	- similar of the review summary in booking.com, one on top of apartment detail view and one at the bottom.	Checked			9/4/2025							
	AI Chat Assistance - customers with reservations			- Cannot reuse the messaging app between the customer and the fleet owner											
		AI note About the vehicle and rental	4	- A text field note about the vehicle, such as faq, important information. Text note that the AI can read.											
		Data compilation	8	- Compile relevant information for the customer from the database, such a vehicle spec, vehicle scheudle (in case the user needs to extend the rental) - Creates an API											
		User Identity & Permissions Check	3	- Validate user ID/session before sharing booking data - Prevents unauthorized access to other users' bookings											
		Chat Session Context Builder	6	- Middleware in n8n or backend that fetches info and composes prompt - e.g., "User has booking #XYZ, here's the vehicle summary..."											
		OpenAI Integration (via n8n)	4	- Use n8n's OpenAI node for prompt/response - Configure error handling, streaming (if needed), and retry logic.											
		AI Message Routing Logic	4	- Use logic in n8n to detect intent: info request, modify, cancel, etc. - Trigger corresponding workflow branch											
		Custom Action Handler (Optional)	0	- Assuming not in this phase - Handle special cases: e.g., extend booking, report issue, contact fleet owner - May call internal APIs or trigger human follow-up											
		n8n Workflow Integration	4	- Set up flexible workflows in n8n for escalation, fallback, or integrations (e.g., Slack, email, Intercom, Twilio)											
	AI Chatbot Support - General User														
		Intercom integration	0	General AI help, included in general support. Assuming custom data is not required to pass into Intercom.											
	Privacy and Data Management			TBD											
	Analytics	Google analytic integration	2	Integration on public website page, without custom event tracking											
	Reports	Financial report	8	- start date, end date, itemized rentals (booking id, start date, end date, amount, tax) - total amount and total tax in the duration. - group by vehicle		need to understand the content									
		Financial report - print to pdf	6	print financial report to pdf, simple fomrat											
		Usage report		same as financial report? - does it need to show the usage of all additional items?											
	Check in	Travler check in pages													
	Sync Marketing Email Contact	Sync Mailchimp Contact		Sync email contacts from app to marketin email like mailchimp											
	IFrame embed														
User Dashboard & Fleet Admin															
	Message Center														
		Notification	4	- Send email notification to user when a new message is received and they are offline	Checked			8/28/2025							
		Twilio integration	2	- Set up Twilio account and messaging service configuration	Checked			8/28/2025							
		Twilio Backend integration	8	- Implement server-side logic: • User identity mapping • Access token generation • Chat room creation • Webhook endpoints	Checked	Twilio Conversations API Replacement for Programmable Chat. Lets create chat "conversations" that can include multiple participants (users). Supports messaging over SMS, WhatsApp, and Web chat. We can: - Map a user identity --> participant in a conversation. - Generate access tokens (using Twilio's SDKs or your own backend). - Create chat rooms -- called "conversations." - Configure webhooks for message events, participant added/removed, delivery, etc. <a href="https://console.twilio.com/us1/develop/conversations/overview?activeTab-summary">https://console.twilio.com/us1/develop/conversations/overview?activeTab-summary</a>		8/28/2025							
		Booking Message Frontend Chat UI	16	- Design and build booking-level messaging UI • Text-only support • Display message history • Enable live sending and receiving of messages	Checked		Text only	8/28/2025							
		Image Support													
		Initial load	8	Initial loads, load the last N messages initially.	Checked			8/28/2025							
		History chat loading	6	On scrolling back it loads older history, calling the API and render older messages.	Checked			8/28/2025							
		Webhook Handling	4	- Process Twilio events such as: • User joined/left • Message sent/deleted	Checked			8/28/2025							
		Authentication Linking	3	- Securely link logged-in users to Twilio - Generate and manage Twilio access tokens	Checked			8/28/2025							
	Media File Support in Chat	support photos and videos (Photo + Video Files in Chat)		Support photos and videos (Photo + Video Files in Chat)				10/16/2025							
		Frontend Upload UI	6	File select UI, preview, validation, progress display				10/16/2025							
		Twilio Media Upload	4	Use Twilio Conversations media API to upload files				10/16/2025							

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		Display Media in Chat	4	Render thumbnails for images, embedded video for supported formats				10/16/2025								
		Backend Security	3	Validate media types, proxy file handling, optional signed URLs				10/16/2025								
		Storage & Retention Handling	2	Handle media expiration/lifecycle if required												
	Twilio Video Calling															
		Twilio Video Room Setup	6	Setup Twilio Video credentials, token generation, and room API				10/16/2025								
		User Interface for Call	6	Call button, camera/mic toggle, full screen UI, call duration, etc.				10/16/2025								
		Signaling Integration	4	Detect incoming/outgoing call requests (e.g., via chat or alert modal)				10/16/2025								
		Device Handling	5	Camera/microphone permission handling, fallback/error states				10/16/2025								
		Video Call Event Handling	2	Track join/leave events, timeouts, participant errors				10/16/2025								
				- General intercom integration. Assume system admin manages and create the content. - With AI support												
	General support	Intercom integration	4													
				- Assuming mobile responsive is not a requirement. - Support tablet form, desktop form - Full mobile responsive support for messaging	Checked			8/25/2025								
Fleet Admin Panel				- Email-based sign-up only - Email verification via link or code - Reduced time from similar feature from user	Checked											
	Account	Sign Up	4		Checked		Does this require approval?	8/21/2025								
				- First and last name - Phone (without validation) - initial phase to have one admin for each fleet, later to support more users and roles for each fleet - build it in the way so that it's easy to change architecturally	Checked											
		Create personal profile	2													
				- Fleet business name - Website - Phone number (without validation) - Email (without validation) - Timezone should be associated to a location - Default locale - Default currency	Checked											
		Create fleet profile	4													
		Login	2	- User account login using email and password - Reduced time from similar feature from user	Checked			8/21/2025								
				- User enters email address - System sends HTML email with password reset link - Reduced time from similar feature from user	Checked											
		Forgot Password	2		Checked			8/21/2025								
				- Enable language switching in this section of the admin UI - Assumes support for two languages - Does not include translation of content	Checked			9/5/2025								
		UI Language	3													
	Role						I think it would be useful for a super admin to have access to any fleet admin panel. For example, the admin user can switch to the fleet panel in the dropdown and see the same thing that a specific fleet admin sees. This can be useful for troubleshooting some issues that may have occurred in any fleet admin panel and checking if everything is working properly or any other issues or questions.									
		Role	4	- secondary role, manager or staff - assign role(s) to each controller and test	Checked			9/16/2025								
	Permission															
		Permission	4	- manager or staff can't view financial information - assign permissions(s) to each controller and test	Checked			9/16/2025								
	Fleet profile															
		Fleet on Creating Approval Process	2	- On creating a fleet, the default status is set to pending, an admin must approve - Block access until account is approved. Not seeing any feature related to the fleet at all. - Does not include the UI interface for admin to approve or reject	Checked			8/26/2025								
				- Fleet business name - Website - Phone number (without validation) - Email (without validation) - Default locale - Default currency	Checked			8/21/2025								
		Update fleet profile	2													
				- Enable language switching in this section of the admin UI - Assumes support for two languages - Does not include translation of content												
		UI Language	1													
	Campervan Management															
		List Campervans	12	- Display a list of all campervans associated with the current fleet admin - Includes pagination and basic detail preview	Checked			8/21/2025								
		Search	0	- Search by name (deferred to future phase)	Checked			8/21/2025								
		Filter	0	- Filtering campervans (deferred to future phase)	Checked			8/21/2025								
				- Create and register a new campervan with basic configuration - Includes form validation and data model integration	Checked			8/21/2025								
		Create Campervan	8													
		Batch Create Campervan														
		Update Campervan	8	- Edit existing campervan details via form interface	Checked			8/21/2025								
				- View campervan details in a read-only format - Calendar availability view is excluded in this phase	Checked			8/21/2025								
		View Campervan	8													
				- Soft delete (marks campervan as inactive without removing from the database)	Checked			8/21/2025								
		Delete Campervan	2													

ron	Feature	Task	Hour	Description	Comment	Note	Discussion	Updated
				- Assumes all fields are free-form text or numbers (no lookup tables or presets) - Vehicle type (enum) - Seatbelt, Year, length (numbers) - make, model, trim, class (string) - Transmission, Fuel Type (enum) - km/l, GVWR, Dry weight, amps (number) - height, width, length with hitch, box length (number / 100 or string) - water tank, fuel, propane, black water, gray water (number /100 or string) - sleep, sleep adult, sleep children (numbers) - king bed, queen bed, full bed, twin bed (numbers) - internal info - license plate (string) - replacement value (number) - mileage (number)				
		Base Specifications	16		Checked		Need to know what fields are needed or not needed from this page.  <a href="https://dashboard.wheelbasepro.com/rentals/469927/edit">https://dashboard.wheelbasepro.com/rentals/469927/edit</a>	8/25/2025
				- Same options as in WBP - Distance - Length - Weight - Liquids - Fleet admin has the ability to choose unit - Render chosen units for vehicle	Checked			8/25/2025
		Unit preference	8					
		Import year,make,model, and trim	0	- Assuming these are free text fields, no relational data				
				- Add, remove, reorder campervan photos - No auto-enhance or category-specific handling (e.g., interior vs. exterior)	Checked			8/21/2025
		Photos Management	16					
				- Support YouTube video link for media collection - Assuming it does not validate the link - Display video on UI if the content is a YouTube link - Backend and db support	Checked			8/21/2025
		YouTube Video Link Support	8					
				- Toggle key campervan features (e.g., toilet, kitchen sink, radio) using boolean flags - Support feature category - Up to 50 features, 5 categories - Boolean (true/false only), without any other data type - DB setup, UI & BE create and update support	Checked			8/21/2025
		Feature Flags	8					
		Associate Locations/Features	4	- Assign campervan to locations and feature categories	Checked			8/21/2025
				- Assign tax rules or codes to campervan - Remove this, to simplify things, we associate tax rate to a location, not a vehicle	Checked			8/25/2025
		Tax Association	0					
				- Set base daily rate and required security deposit - Assuming deposit is charged on picking up the car, not through the app. - On the day of pick up, have the system to charge the deposit fee, handle failure, in this case, another form of payment	Checked		When to charge deposit? How to charge? - to revisit	8/21/2025
		Base Rate & Deposit	4					
				- Block availability for specified date ranges for a vehicle - Add, edit, and remove blocked periods	Checked			8/28/2025
		Block Date Range	16					
				- List upcoming bookings tied to a specific campervan - Next N bookings, not all	Checked			8/28/2025
		Upcoming Bookings	4					
				- Multilingual support for name , highlight, and description content. Does not include admin UI language	Checked			8/21/2025
		Content Language	4					
				- Enable language switching in this section of the admin UI - More content, take longer time - Assumes support for two languages - Does not include translation of content - Assuming enum like vehicle type is limited to 15 max each and it is stored in a file, not in a database	Updated		assume it's configurable in the system variable	9/5/2025
		UI Language	4					
		Location management						
				- Display all locations for the fleet admin - No pagination or search in this phase	Checked			8/25/2025
		List Locations	6					
				- Create a new location - Use geo service to auto-fetch coordinates. Assuming we cover the address that is translatable to coordinates by Google Map Api. • Handle map display - Handle notes (assuming this is not needed) • Associate location with a user - defined tax rate - Bank account is linked to fleet admin, not individual location like how it's done in WBP	Checked			8/25/2025
		Create Location	10					
				- Edit location information	Checked			8/25/2025
		Update Location	4					
				- Soft delete with association checks - Handle error messages for linked data, ie, if there is any campervan associated to this location then the location cannot be deleted	Checked			8/25/2025
		Delete Location	3					
				- Assuming we use the pick up and drop off time	Checked		Assuming we use the pick up and drop off time	8/25/2025
		Hours of operation	0					
				- Unable to pickup / drop off flag - Pickup Begins Hour and Min (15 mins interval) - Pickup Ends Hour and Min (15 mins interval) - Basic validation that Pickup Ends cannot be before Pick up Begins - Add logic for pick up and drop off on checking out a vehicle	Checked			8/25/2025
		Pickup/Dropoff Hours	12					
				- Name, date, available for pickup, available for drop off, repeats - List, create, edit - Add logic on checking out a vehicle	Checked			8/25/2025
		Special Hours	6					
				- Assuming content language is not needed here, same as WBP	Checked			
		Content Language	0					
				- Enable language switching in this section of the admin UI - More content, take longer time - Assumes support for two languages - Does not include translation of content	Checked			8/25/2025
		UI Language	2					
				- Each location is assigned a specific timezone - Dates and times selected by customers are interpreted in the timezone of the pickup location - All displayed information (e.g., booking start/end, reminders) respects the location's local time - Cron services (e.g., reminders, auto-charges) execute based on the location's timezone rather than system/server time	Checked			8/21/2025
		Timezone	12					
		Addons Management						

ron	Feature	Task	Hour	Description	Comment	Note	Discussion	Updated			
				- List all addons and fees							
		List Addons	8	- No pagination, filtering, or search in this phase 8 - Assuming inventory management is not needed	Checked			8/25/2025			
		Create Addon	8	- Create new addon or fee item	Checked			8/25/2025			
		Update Addon	4	- Edit existing addon	Checked			8/25/2025			
		Delete Addon	2	- Soft delete addon with validation	Checked			8/25/2025			
				- Support 1 image per addon - No downsizing							
		Photo	4	- Crop image on frontend				8/25/2025			
		Location Availability	2	- Select which locations this addon is available for	Checked			8/25/2025			
		Charge Type	0	- Assuming only a fixed flat fee is supported in this phase	Checked			8/25/2025			
				- If enabled, fee is charged per day							
		Daily Fee Calculation	4	- No support for min/max days	Checked			8/25/2025			
		Quantity available	2	- The max quantity user can get for each booking. Assumng there is no inventory tracking.	Checked			8/25/2025			
		Hidden Feature	3	- Option to hide addon from customer-facing UI but still associate internally	Checked			8/25/2025			
				- Assign tax rate per addon							
		Tax Rate	4	- Default is no tax	Checked			8/25/2025			
				- Define display order of addons manually, if the number is the same as another addon, the order is random between the addons							
		Position	2		Checked			8/25/2025			
		Content Language	4	- Localized name and description fields - Does not include admin UI language.	Checked			8/25/2025			
				- Enable language switching in this section of the admin UI - More content, take longer time							
		UI Language	3	- Assumes support for two languages - Does not include translation of content	Checked			8/25/2025			
		Applies to Rental Type	4	- Specify applicable vehicle types (e.g., campervan, converted van)	Checked			8/25/2025			
		Other Fees Management									
				Handle Items like - cleaning fee (prep fee, by camper), assume it's configurable by each fleet admin, fleet admin setting - fleet admin service fee (by commission), assume it's configurable in the system variable - customer service fee (by a set amount), assume it's configurable in the system variable							
		Other Fees	8	- delivery fee (not needed)			Discussion. Do we need any of this? Maybe prep fee.				
		State Fee	0	- Deferred to a future phase	Checked			8/25/2025			
		Notes to guests	0	- Deferred to a future phase	Checked			8/25/2025			
		Delivery	0	- Deferred to a future phase	Checked			8/25/2025			
				- Type of fee - Unit: Mile or km - Name of the fee - Unlimited or charge - Tax rate - Tier pricing / Matching Tier - based free mile per day / reservation - Pricing levels list, add, delete - Input for miles based on the reservation, auto calculate the additional fees							
		Mileage	20		Checked			8/28/2025			
		Generator	4	- Similar to Mileage, but without the unit of mile / km	Checked			8/28/2025			
				- Enable language switching in this section of the admin UI - More content, take longer time							
		UI Language	2	- Assumes support for two languages - Does not include translation of content	Checked			8/25/2025			
				- 30 mins interval - assuming this is bounded by the pick up and drop off hours, the option is not available if it's before and after the pickup/drop off hours - dynamic pricing for pick up and return time - set the price and the time range - the same price for each day, so no dynamic pricing for day and time - displays a list of dynamic pricing - create a dynamic pricing range (from and to hh:mm), validates duplication and overlapping - update and delete a dynamic price range - displays the dynamic pricing on pick up and drop off time - update the time on price breakdown - each location has its own dynamic pricing configuration - see page in <a href="https://docs.google.com/spreadsheets/d/10HC5kIB_oV2LQlyozqTL8s9BAGG5G_21BMQ9uuzY0wdf7gide1954310294#gid=1954310294">https://docs.google.com/spreadsheets/d/10HC5kIB_oV2LQlyozqTL8s9BAGG5G_21BMQ9uuzY0wdf7gide1954310294#gid=1954310294</a>							
		Pick up and return time dynamic pricing	24		Checked		only within business hour?	8/28/2025		0.05	0.05
				- the number of handoffs per person per day - assume we do this in future month, this will require staff soehdule management to understand the schedule for each staff and location, calculate the bandwidth etc.							
		Handoff Limit	0		Checked		Future phase	8/28/2025			
		Customer Management									
		List	8	- Display a paginated list of customers with name, email, and phone 8 - Only shows customers belonging to the current fleet admin	checked						
		Search	6	- Search customers by name 6 - Simple database query (no advanced filtering or fuzzy search)	checked						
				- Add a new customer - Fields: first name, last name, email (used as primary key), phone, birthdate, locale/language, and address							
		Create	6		checked						
		Update	4	- Update customer profile information	checked						
				- Each fleet manages its own customer list - A fleet customer can be linked to a user account - A single user may be associated with multiple fleet customers - Need to have a user table and a fleet user table							
		User & Fleet Customer Association	6	- Use email as a unique ID	checked						
				- Enable language switching in this section of the admin UI - Assumes support for two languages - Does not include translation of content							
		UI Language	2								

ron	Feature	Task	Hour	Description	Comment	Note	Discussion	Updated						
	Booking management													
		List	8	- List existing rentals and the abandon reservations from customers - Pagination - without search	Checked			8/25/2025						
		Filter	8	- Created between - Departed between - Status: cancelled, current - Assuming there is no following filters: change requested, handed off, starts soon, approved, renter cancelled, expired, renter withdrew, declined	Checked		Status: approved - needed handed off - nice to have - cancelled status is enough, don't need renter cancelled	8/25/2025						
		Predefined List - Quote List	4	- Waiting on renter - defined by user, triggers abandoned email notification - To simplify, draft / quote are the same, just one status, does not send email to user and it does not triggered abandoned email notification - Assuming no concept of expired or rejected - Assuming no InstantMatch concept	Checked			8/25/2025						
		Predefined List - Current & Upcoming List	4	- Current and Upcoming	Checked			8/25/2025						
		Search	0	Assuming search is not induced in this scope	Checked			8/25/2025						
		Create	12	- Admin to create rental on behalf of the customer. - Select a date range, vehicle, and addons, etc. - Accept discount code - Not possible with IDEAL payment here, so an alternative payment must be provided. - Associate to a customer, customer does not necessary have to verify email. Create a new customer inline if the customer does not exist. - Will try to reuse the existing UI component	Checked		IDEAL payment not possible	8/25/2025						
		Detailed view	10	- View the details, campervan, addons - without activities, drivers, calendar, note, documents and files, emails, reviews, and inspection photos - show information that users view	Checked			8/25/2025						
		Detailed view - transaction list	4	The transaction history of the booking	Checked			8/25/2025						
		Update booking	8	Date range, addons, etc.	Checked			8/25/2025						
		Update booking - update charge	8	Calculate the difference, make the necessary charge or refund	Checked			8/25/2025						
		Offline Payment	0	Support offline payment like Cash, check, others. - how will they pay the commission? may have to disable the feature. - Assuming this will be done in future phase	Checked		To discuss	8/25/2025						
		Credit card payment	8	Support credit payment. Admin uses the customer's credit card to pay the campervan	Checked			8/25/2025						
		IDEAL payment	0	Not possible from fleet admin side	Checked			8/25/2025						
		Reservation Note	4	One text field, does not track history	Checked			8/25/2025						
		UI Language	2	- Enable language switching in this section of the admin UI - Assumes support for two languages - Does not include translation of content	Checked			9/5/2025						
	Insurance Management													
		List	8	- Display all insurance plans - No pagination, filter, or search in this phase	Checked		Need to discuss more, if they don't have their own insurance. JollyCampers to provide some basic insurance plans. For limited countries only.							
		Create	8	- Add new insurance plan - Name and per-day pricing only	Checked									
		Update	4	- Edit insurance plan details	Checked									
		Delete	2	- Soft delete - Does not affect existing bookings that already applied the plan	Checked									
		Tax	2	- Associate tax rate to the insurance plan	Checked									
		Content Language	4	- Multilingual support for name and details content. Does not include admin UI language.	Checked									
		UI Language	2	- Enable language switching in this section of the admin UI - Assumes support for two languages (add 1h per additional language) - Does not include translation of content	Checked			9/5/2025						
	Fleet to Customer Review													
		Customer Reviews	12	- Assuming this is associated to a booking - user -> booking -> review - each user / fleet user can have multiple review - each review has 5 points system, datetime, and a comment. - When we select a user, we can view the reviews for the user - Read only - without sub category	Checked		- Should this be associated to a booking? - Should this be shared among all the fleets?	8/28/2025						
		Review a customer	6	- Give review based on a reservation - 5 points system and a text note.	Checked			8/28/2025						
		UI Language	1	- Enable language switching in this section of the admin UI - Assumes support for two languages - Does not include translation of content	Checked			9/5/2025						
	Calendar View													
		Calendar / Vehicle list	28	- Use a third party library that support calendar timeline view, such as full calendar ( <a href="https://fullcalendar.io/docs/timeline-standard-view-demo">https://fullcalendar.io/docs/timeline-standard-view-demo</a> ) or synclfusion - Render a list of campervans, assuming the library handles large list of campervans - Note that there is an additional license charge for the library - Show approved status bookings only - Show blocked dates - controls, next week, previous week, monthly view, weekly view, assuming it's supported by the calendar library.	Checked			8/25/2025						
		Reservation Overview Modal	8	- Displays reservation overview, quote, without note - button to reservation details	Checked			8/25/2025						
		Choose date	4	Choose date and jumps to the selected date	Checked			8/25/2025						
		Resource date range select	6	- Select a date range on a resource with mouse - displays a modal with option to make the car unavailable - does not have start quote button	Checked			8/25/2025						
		Calendar view to support pickup and drop off time	0	- Pick up and drop off time of the day for each vehicle - Assuming this is a feature from the library	Checked			8/28/2025						



ron	Feature	Task	Hour	Description	Comment	Note	Discussion	Updated						
		UI Language	2	- Enable language switching in this section of the admin UI - Assumes support for two languages (add 1h per additional language) - Does not include translation of content	Checked									
	Reports													
		Monthly Rental Report	16	- Display the report online - Monthly summary of rentals, showing a breakdown per booking: base price, add-ons, service fees, platform fees, etc - Includes month selector for viewing reports from different periods	Checked			9/16/2025						
		Download PDF Report	8	Generate pdf file based on monthly rental report	Checked			9/16/2025						
	Tax Management	CRUD	16	List, Create, Update, Soft delete (Soft delete prevents future association)	Checked			8/28/2025						
		Default	2	Default tax rate, on creating a fleet admin, a default tax rate is created for the fleet admin. In Setting section.	Checked			8/28/2025						
		UI Language	1	- Enable language switching in this section of the admin UI - Assumes support for two languages (add 1h per additional language) - Does not include translation of content	Checked			9/5/2025						
	Payout Management													
		Create	12	Assuming there is only one payout method for each fleet management - find out what payout methods to support										
		Update	8											
	Others													
		Stripe Connect		1. Your backend creates a Stripe Connect account (via API) with type express 2. You generate a Stripe onboarding link using account_links.create 3. Fleet admin clicks the link and is taken to the Stripe-hosted onboarding UI 4. After completion, Stripe redirects them back to your platform 5. You store their Stripe account ID for future payouts 6. Optionally, you query their account status (e.g., charges_enabled, payouts_enabled) to display onboarding progress										
		Payout	4	charge the customer, and Stripe automatically routes the correct share to the fleet admin's account via a method called "destination charges" or "transfer to connected account."										
		Reservation preference	0	Future phase										
		Policies and documents	0	Contract for booking, insurance policy. need to think about how they would receive the pre-filled documents										
		Delivery drivers	0	Future phase										
		Cosigned owners	0	Future phase										
		Checkout questions	0	Future phase										
		Integrations	0	Future phase										
		Reporting	0	Future phase, need some reports.										
	Damage Check			Assuming this is done on a web app. Can consider making an iOS app release for this feature.										
		Check-in and check-out buttons	2	In booking list, add a feature to add vehicle check-in and check-out photos				10/12/2025						
		List of photo thumbnails	8	List of photos thumbnails for viewing				10/12/2025						
		Check-in and check-out selection	4	Select between check-in and check-out photos				10/12/2025						
		Add photo	4	Take photo with mobile phone				10/12/2025						
		Upload photo	8	Upload the photo to cloud, such as s3, may encode more to reduce photo size				10/12/2025						
		Delete photo	2					10/12/2025						
		View photo	4	View full size photo on selecting a thumbnail				10/12/2025						
		iOS app	0	Optional				10/12/2025						
		Note		Note for each photo? Log with timestamp?				10/12/2025						
	Maintenance Management													
		Create/edit an event	12	- Date, duration, vehicle, note, status, type (repair, maintain, etc) - block dates to make rental unavailable - Damage maintenance is the same concept				10/12/2025						
		Maintenance list view	10	Past and upcoming events with filter (vehicle) and pagination				10/12/2025						
		Maintenance event calendar view	10	Use the same calendar to display maintenance events										
		View a maintenance event	4					10/12/2025						
		DB & model setup	6					10/12/2025						
		Email reminder logic (cron)	6	Remind N days before the event				10/12/2025						
	Fleet Admin Support	Intercom integration	2	- General intercom integration. Assume system admin manages and create the content. - This is available when a fleet admin signs into the dashboard - Pass in basic fleet admin information, such as user info, to Intercom - Not including additional work for passing custom data to intercom				10/13/2025						
	Calendar Sync	Base Sync Module	10	- delete the list of blocked dates - get the list of blocked dates and apply to the vehicle - download calendar file and parse, assuming this is standardized - cron service to update periodically, ie, every 10 mins				10/13/2025						
		Goboony calendar integration	4	- from Goboony to the system - add and update the calendar url										
	Notification	Self notification	2	Show unread indicator (dot or count)		To remove, in Notification development		10/16/2025						
		Notification List API	6	- API to return the last N notifications - Support unread count				10/16/2025						



[illegible]

Notification Type		Method
Trip Review Request	Y	Email
	N	In-app

Stage	Description	Week	Nth Week
<b>Project Kick-Off</b>	Conduct kickoff meeting to align on project objectives, technical requirements, scope, and expectations.	0	0
<b>Planning Completion</b>	Finalize detailed project plan, define backend and frontend architecture, outline API specifications, and set milestones.	4	4
<b>Design Sign-Off</b>	Complete and approve system workflows, user journeys, and UI/UX designs for key application interfaces.	4	8
<b>Development</b>	Implement all core features, backend services, frontend interfaces, and third-party integrations.	22	30
<b>Quality Assurance (QA)</b>	Perform comprehensive testing of all features, ensuring functionality, performance, and cross-platform compatibility.	6	36
<b>User Acceptance Testing</b>	Conduct UAT sessions with stakeholders, gather feedback, and finalize adjustments.	3	39
<b>Launch &amp; Handover</b>	Deploy the production-ready application, provide technical documentation, and conduct knowledge transfer/training.	1	40

State	Description	Percentage	Amount
<b>Project Kick-Off</b>	Initial deposit to commence project work and resource allocation.	20%	\$30,824
<b>Planning Completion</b>	Approval of finalized project plan, architecture, and technical specifications.	20%	\$30,824
<b>Design Sign-Off</b>	Client approval of system workflows, user journeys, and UI/UX for key modules.	20%	\$30,824
<b>Mid Development</b>	Progress milestone for partial feature implementation and integrations.	15%	\$23,118
<b>Feature Completion</b>	Completion of all planned features and internal quality assurance.	15%	\$23,118
<b>UAT Completion</b>	Successful completion of User Acceptance Testing (UAT).	5%	\$7,706
<b>Project Completion</b>	Full deployment to production and final handover of deliverables and documentation.	5%	\$7,706
<b>Total</b>		<b>100%</b>	<b>\$154,122.00</b>

Category	Description	Estimated Monthly Cost	Comment
<b>Hosting &amp; Infrastructure</b>	Server Hosting, Database, Production, Development environment	\$80.00	Initial usage. The cost will grow as number of fleet grows and the user base grows.
	WordPress Hosting	\$35.00	May remove Wordpress dependency, but we may have a headless CMS service like Strapi to manage content.
<b>Third-Party Services</b>			
	Zapier	\$20.00	May be able to remove.
	Sendgrid Email Service. 750 tasks per month.	\$30.00	May grow when we switch to using dedicated IP address for email server.
	FullCalendar React Library	N/A	See <a href="https://fullcalendar.io/pricing">https://fullcalendar.io/pricing</a>
	Stripe	N/A	The commission varies.
<b>CDN</b>	Content delivery for large files like images	\$20.00	SSL, DNS management, Caching
<b>Total</b>		<b>\$185.00</b>	

Monthly Retainer Hour Plan	Original Rate	Discount	Discounted Rate	Monthly Fee	Additional Hour
20	\$55.00	5%	\$52.25	\$1,045.00	Discounted Rate
40	\$55.00	10%	\$49.50	\$1,980.00	Discounted Rate
80	\$55.00	13%	\$48.13	\$3,850.00	Discounted Rate
100	\$55.00	15%	\$46.75	\$4,675.00	Discounted Rate

