**FRS- DEZI admin**

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| **Sr. No.** | **Functionality** | **Description** |
| 1. | User management | The admin can manage all the registered users i.e. passengers, drivers.  For the **passenger user**, the admin can:  l **View:** The admin has the ability to view a list all the registered passengers, view their individual profiles including ride history, issue history, payment history, cars, favorite places and dezi credit.  The list can be filtered based upon state/city, joining date, billing date.  **Ride history:**  It displays a list of all the previous rides taken by the passenger including their pickup and drop locations, car info., driver name/id, status of ride, date of ride, amount paid and issues raised.  **Issue history:**  It displays a list of all the issues raised in the previous rides taken by the passenger including their pickup and drop locations, car info., driver name/id, status of ride, date of ride, amount paid and info. about the issues.  A rider can have more than one issue with the ride.  **Payment history:**  It displays a list of all the rides for which the passenger paid an amount including their pickup and drop locations, car info., driver name/id, status of ride, date of ride and amount paid.  **Dezi credit:**  It displays a list of info. about the Dezi credit earned by the passenger including transfer type(credit/debit), mode(promo code, referral), admin user who added Dezi credit, timestamp, amount earned.  **Cars:**  It displays a list of all the cars listed out by the passenger including license number, make model and transmission type(automatic/manual).  **Favorite Places:**  It displays a list of all the favorite places added by the passenger including location name, address and date of addition.  l **Edit**: The admin has the ability to edit the Dezi credit of a passenger user.  l **Suspend**: The admin can permanently suspend a user that means delete his account due to various reasons as low ratings, issues reported, etc. that are not specifically defined by the system. |
| Similarly, for a **driver** **user**, admin can:  l **View**: The admin has the ability to view a list all the registered drivers, view their individual profiles including ride history, issue history, earnings, Dezi bonus, hour log and documents.  The list can be filtered based upon state/city, joining date, billing date.  **Ride history:**  It displays a list of all the previous rides given by the driver including their pickup and drop locations, car info., passenger name/id, status of ride, date of ride, billing amount and issues raised.  **Issue history:**  It displays a list of all the issues raised in the previous rides given by the driver including their pickup and drop locations, car info., passenger name/id, status of ride, date of ride, billing amount and info. about the issues.  A driver can have more than one issue with the ride.  **Earnings:**  A list of all the rides is displayed for which the driver earned a share of the  billing amount including info. about pickup and drop locations, car info.,  passenger name/id, status of ride, date of ride, billing amount and the amount  earned.  **Dezi Bonus:**  It displays a list of info. about the Dezi bonus earned by the driver including transfer type(credit/debit), mode(promo code, referral), admin user who added Dezi bonus, timestamp, amount earned.  **Hour Log:**  It includes a list of the info. about the number of hours the driver logged into his account including date, login time, logout time and duration.  **Documents:**  The admin can download the documents of a specific driver user. These documents include commercial driver’s license, highest qualification certificate, criminal record certificate and health certificate.  l **Edit**: The admin has the ability to edit the Dezi bonus of a driver user.  l **Suspend**: Same as for passenger  l **Revoke**: A driver can be revoked i.e he will no more be a driver but can still be a registered passenger. |
| Apart from the two users, there are also the users who have applied to be a driver(**Driver Applicants**). The admin can view the profile of the applicant with the documents uploaded by a passenger. On a successful background check, the admin can:  l **Approve**: The user is approved to be a driver  The applicant needs to answer various questions based on which his application is accepted. These questions include:  a) More than one accident in last three years? Y/N  b) Have you ever had 2 points or more on your license? Y/N  c) More than one moving violation in the last three years? Y/N  d) Have you ever been arrested for a DUI/OVI? Y/N  e) Can you drive a manual(stick) transmission? Y/N  f) Do you have a commercial drivers license? Y/N  g) How did you hear about us?  The applicant’s documents are verified via a background check and after  successful verification, the admin can either approve or disapprove the applicant.  l **Disapprove:**  The user is not approved to be a driver but is still a passenger user.  l **Suspend:** Same as for passenger. |
| 2. | Admin user management | There are two categories of admin users :admin and customer care. There is a super admin who has all the privileges and can manage other admins.  All the admin users are assigned different privileges by the super admin.  The actions performed by super admin are:  l **View**: The profile of admin user can be viewed along with his activity log.  The profile includes user Id, name, designation, last login time, email, phone number, status(active/inactive)  The activity log contains the activities performed by the admin such as revoke drive, suspend user, added refund, message archived, approve driver, etc.  l **Edit**: The super admin can change the privileges of other admin users can be changed.  l **Suspend:** The admin user can be suspended i.e he will no longer be a registered user.  l **Add new user:** A new admin user can be added by entering his profile information, his user type(customer care or admin) and privileges such as view/edit user profiles, contact messages, reports, dezi bonus and notifications, etc. |
| 3. | Charges(Fare) | The charges are based upon city, driver’s charge, administrative charge and charges based upon the day of the week.  The fare is estimated based on the driver’s charge and administrative charge.  Further, the **driver’s charge** is based upon cost/mile, cost/minute, cost for <2 miles or cost for>2 miles.  The **administrative charge** is based on the base charge, cancellation charge, and service charge. |
| 4. | Payment management | The bill calculated using fare estimation is the amount to be paid by the passenger. If he chooses auto billing then the amount is automatically deducted from the selected payment option.  The driver is paid a part of the billing amount(70%) through an offline process.  A refund amount can be given to the passenger in some case where the amount is deducted from driver’s earned amount. |
| 5. | Promotions/Referrals | **Dezi Credit**: The passenger earns the dezi credit through three ways:  l Direct transfer by the admin in cases of refunds(to resolve certain issues)  l Credit earned by referral  l Credit earned via promo codes.  l Credit earned as new rider promo.  These promo codes are generated by the admin for a fixed period of time or on events of birthday or anniversary of user. The admin can enable/disable the promo and passenger can use a promo code only once.  **Dezi Bonus**: The driver can earn Dezi Bonus by:  l **Referrals**: A driver can earn the specified amount if the referred driver completes 5/10 rides and 15 rides within 3 months of referral date.  l **Tier levels**: It is the rate of amount the driver can earn from the billing amount. The tier levels and the procedure to achieve them are:  **Silver Gold Platinum Diamond**  % % % % **Commission**  hrs hrs hrs hrs **Required active hrs in a week**  hrs hrs hrs hrs **Required active hours for the**  **time period in a week(decided by admin)**  % % % % **Total acceptance rate**  % % % % **Total cancellation rate** |
| 6. | Maintain change log | A log is maintained of all the changes incorporated in the system by the admin user with a timestamp. |
| 7. | Resolve Issues | The admin receives the issues from the app/website users and resolve them. In some cases the resolution of the issues is done by amount refundment to the passenger. The amount is deducted from the driver’s earned amount. |
| 8. | Handling Messages | The admin can view the messages received from the users of app/website. He can view or delete of archive each of the message. |
| 9. | Reporting | Reports provide a detailed information about payout sheets, refund sheets, registered users, city details, ride history, issue history, payment history, Dezi credit, cars, favorite places, issue details, change log, earning history, hour log, driver applicants, user logs, revoked drivers, suspended users and suspended admin accounts. |
| 10. | Suspended/Revoked users | l Revoke Driver  l Suspend user  l Suspend admin |
| 11 | Notifications and maintain log | The admin can send notifications to the user by selecting the type of user(driver/passenger), city and type of notification mode(sms/push notifications/email).  Also, a notification log is maintained to view all the previously sent notifications to the type of user along with timestamp, message, mode of notification, city of user. |