Meter Taxi Software Specification and Agreement

between

Abyssinia software technology PLC

and

TechNova Trading PLC

Contents

1. **1. Passenger App (Android & IPhone app)**
2. **Core Features:**
3. **User Registration & Login**
   a. Phone, email, or social login
   b. OTP verification
4. **Ride Booking**
   a. Enter pickup & drop location
   b. View Real-time car availability
   c. Vehicle type selection (e.g., Mini, Sedan, Van)
   d. Fare estimate before booking
   e. View driver information
5. **Live Tracking**
   a. Track driver location in real-time
6. **Trip History**
   a. View his List of completed, ongoing, and canceled trips
7. **Ride Rating & Review**
   a. Rate driver & trip experience give rating for driver
8. **In-app Notifications and offline ordering Via SMS**
   a. Trip alerts, driver arrivals, offers
   b. Send SMS messages for to order offline
9. **Promotions & Coupons**
   a. Discount codes, referral rewards
10. **Language Selection**
    a. Amharic / English / Oromiffa/tigregna /affan Solamigna
11. **Push Notifications**
    a. Booking status, driver arrival, promotions

12. **Profile Management**

   a. Update personal details, password, payment preferences

13 emergency contact management

14 payment options   app wallet   cash, and payments method tele birr cbe or other

View wallet transactions

Add balances and see past paid   amounts

2. Driver App (Android & IPhone app)

16. **Core Features:**

17. **Driver Login & Verification**

   a. Upload ID, license, vehicle registration

   b. Submit driver and car insurance or other car information's

18. **Ride Acceptance & Management**

   a. Accept/Reject trip requests

   b. Real-time trip routing & navigation

19. **Earnings Dashboard**

   a. Daily/weekly/monthly income

20. **Trip History**

   a. Completed & canceled rides with details

21. **Live Location Tracking**

   a. Allow dispatcher/admin to monitor drivers

22. **Wallet Management**

   a. Track in-app earnings

23. **Rating & Review System**

   a. Rate passengers

   b. View his rating

24. **Profile & Document Upload**

   a. Manage license, car insurance, etc.

25. **Availability Toggle**

   a. Online/Offline status

26. **Push Notifications**

    a. Trip requests, updates, earnings

3. Admin Dashboard (Web)

30. **Core Features:**

31. **Dashboard Overview**

    a. Stats for total rides, earnings, users, complaints   total income total cars etc

32. **User Management**

    a. View/Edit/Delete passengers and drivers   information

    b. Register manage company staff like finance dispatcher (call center)

    c. Give access for finance and other staff members

33. **Driver Approval System**

    a. Approve/reject driver registration

    b. Emergency contact

34. **Fare Management**

    a. Update tariffs, price rules, surge pricing

    b. Admin can set pricing at the back and the price will be changed for all drivers app at real time

35. **Trip Management**

    a. View and manage all trip logs

    b. View each driver trip history

    c. Manage each passenger trip history

36. **Revenue Reports**

    a. Daily, weekly, monthly reports

37. **Promo Code Management**

    a. Create & distribute coupons

    b. Give coupon for some passengers or contact users

38. **Data Backup & Export**

    a. Export CSV, PDF data

Dispute and complain management

View reported issue

App setting to add view term and policy conditions contact informations

4. Dispatcher Dashboard System

46. **Core Features:**

47. **Live Map View**

    a. Track all active taxis and bookings

48. **Manual Ride Assignment**

    a. Assign trip requests to available drivers

49. **Booking Management**

    a. View incoming, ongoing, and completed rides

50. **Customer Contact Center**

    a. Call/SMS passengers & drivers

51. **Driver Status View**

    a. Monitor driver availability, trip progress

Finance System

◆ **1.** Fare Calculation Engine

- Automatically calculates the ride cost based on:
    o Distance traveled kilometer
    o Time taken (waiting charges)
    o Base fare per vehicle type

◆ **3.** Driver Earnings Management

- Track driver income per ride and per day/week/month.
- Show:
    o Total rides completed
    o Total fare collected
    o Commission deducted
    o Net earnings
- Export earnings reports (CSV/PDF).

◆ **4.** Commission & Admin Earnings

- Admin can set commission percentage per ride (e.g., 15% of fare or any and can be changed at any time).
- System automatically calculates company income per ride.
- Daily/weekly/monthly finance reports.

◆ **5.** In-App Wallet / Balance

- For Riders:
    - Load money to wallet
    - Collect money via trip history when passengers ride 10km will get 10birr or other amount decided by owner
    - Use wallet for payments passenger can pay their
    - View transaction history
- For Drivers:
    - Receive earnings to wallet
    - Withdraw to bank or mobile money

◆ **6.** Promo Codes / Discounts

- Create and manage promo codes for users.
- Types:
    - Fixed amount discount (e.g., 50 ETB off)
    - Percentage discount (e.g., 10% off)

◆ **9.** Ride History with Fare Details

- User and driver can view:
    - All previous rides
    - Fare paid or received
    - Payment method used
    - Invoice details

◆ **12.** Financial Dashboard (Admin Panel)

- Overview of:
    - Total revenue
    - Commission earned
    - Pending payouts to drivers
    - Top-earning drivers
    - Most profitable routes

Contract Ride System Feature List (with Discounts)

◆ **1.** Contract Ride Registration

- Admin can register a contract ride request for:
    - Students
    - 🧑 Staff
    - 🏢 Organizations
- Includes:

- o Contract duration (e.g., 1 month, 6 months)
- o Pickup & drop locations
- o Time schedules (e.g., daily at 7:00 AM and 5:00 PM)
- o Assigned driver or vehicle
- o Contract amount
- o Discount rate (e.g., 20% off standard fare)

◆ **2.** Contract Types

- **Individual Contract**: One student or staff member
- **Group Contract**: Shared ride for a group (e.g., shuttle for 10 students)
- **Institutional Contract**: Contract with an organization for multiple users

◆ **3.** Discount Management

- Admin sets custom discounts based on:
  - o User type (Student/Staff)
  - o Contract length (longer contracts get more discount)
  - o Organization deals
- Discount can be:
  - o Percentage-based (e.g., 25%)

◆ **4.** Recurring Payment System

- Monthly/weekly billing for contract users
- Auto-debit from wallet, card, or mobile money
- Payment reminders before due dates via SMS

◆ **5.** Contract Approval Workflow

- Contract request form in-app
- Admin reviews and approves/rejects
- Status tracking:
  - o Pending
  - o Approved
  - o Rejected
  - o Expired

◆ **6.** Ride Scheduling for Contract Users

- Automatically schedules rides based on:
  - o Selected days (e.g., Mon–Fri)
  - o Time slots (e.g., 8:00 AM and 4:30 PM)

7. Driver Assignment for Contract Rides

- Admin assigns specific drivers or vehicles to contracts
- View driver availability for recurring rides
- Driver notified of scheduled contract rides

◆ **8.** Contract Ride Monitoring

- location tracking of contract rides
- Arrival time alerts
- Missed or canceled ride logs

◆ **9.** Contract History & Reports

- User can view:
    - Contract start/end dates
    - Ride history under contract
    - Total rides used
    - Remaining rides (if limited)
- Admin can view:
    - All active/inactive contracts
    - Total earnings from contract rides
    - Usage vs. contract value

◆ **10.** Contract Renewal System

- Notify user before contract expires
- Allow renewals with or without changes
- Admin approval for modified terms

54. 🔐 5. Security Features (All Systems)

55. Data Encryption

a. All user data and trip data encrypted

56. Secure API Authentication

a. JWT token-based API access

57. OTP-based Verification

a. Secure login and registration

58. Real-time Monitoring

a. Admin/Dispatcher real-time alerts for driver/passenger issues

59. **Role-based Access Control**

   a. Admin, dispatcher, driver, user levels

60. **Activity Logs**

   a. Track changes to fares, trips, user info

61. **Auto Logout**

   a. Session expiration for idle users

62. **Back-end Firewall and DDoS Protection**

   a. Protect backend system infrastructure

63. **Two-Factor Authentication (Optional)**

   a. For Admin Panel access

64. **Regular Backups**

   a. Prevent data loss and system crash recovery