

Cleaning Services Platform - Project Description

- This project envisions an on-demand dry-cleaning and laundry website where users schedule pick-up and delivery from home.
- Customers can browse services (dry cleaning, washing, ironing, etc.) on the platform and have their clothes collected, cleaned, and returned.
- The business can operate either as a single laundry's online arm or as a marketplace aggregator connecting many cleaners.

How it works:

1. The customer places an order on your app.
2. The order is routed to a participating dry cleaner in the customer's area.
3. The dry cleaner (or a driver they contract) handles the pickup, cleaning, and delivery.
4. You take a commission (e.g., 15-25%) from each transaction processed through your platform.

Key Features:

- **User Accounts & Profiles:** Support both individual and business customers (hotels, event organizers, etc.) under one "Customer" entity by adding a **Type** field (individual vs. business). Users register/login by email or phone and maintain profiles (name, contact, address, preferences). An admin panel (for "Admin" user role) allows site management.
- **Service Catalog:** List all cleaning services (e.g. "Suit Dry Clean", "Wash & Iron", "Carpet Cleaning") with descriptions and prices. Customers can search and filter by **price, service type, location or rating**.
- **Order Placement & Scheduling:** Users select service(s), then **schedule pickup and delivery** times. The app should show an estimated price (based on item count, garment type, etc.) before confirmation. Customers can modify or cancel an order before processing. Favorite providers and re-order functionality simplify repeat use.
- **Payment Processing:** Integrate multiple payment methods (credit/debit cards, Fawry, PayPal, cash on delivery, etc.). After order confirmation, the user pays (or has the amount charged to a stored wallet). The system must securely handle transactions and record payment status.
- **Order Tracking & Notifications:** Once an order is placed, the user can **track its status** in real time (e.g. "Picked up", "Cleaning", "Out for Delivery"). Send email/SMS/app push notifications at each stage or for promotions.
- **Courier (Driver) Interface:** Drivers log in to see nearby pickup/delivery jobs, accept orders, and update statuses (picked up, delivered). GPS integration allows navigation and order tracking on a map.
- **Ratings & Reviews:** After delivery, customers can rate the service and leave

comments. Display provider ratings to help future customers choose trusted cleaners.

- **Order History & Invoicing:** Customers can view past orders and print/download receipts. This is important for business accounts tracking expenses.
- **Support & Chat:** Include a customer support chat or FAQ bot for common questions (pickup policies, billing queries, etc.). A chatbot (see Section 3) can automate routine support 24/7.

- **Promotions and Loyalty:** Implement coupons, loyalty points or subscription plans for regular users to encourage repeat business.