

VAHAN SEVA SERVICE – DESIGN DOCUMENT AND APPLICATION FLOW

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Please enter your mobile number:

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1. The user is asked to enter their Mobile number only at the time of signup/first login with the **country code**. The country code is taken as an input for validation of the user details as the application progress like showing their geography while using map, for vehicle number plate state/province code, their jurisdiction laws and all other suitable enforcements. If any validation fails while address verification entered by the user, then user is blocked or asked to check their details again in order to process. After entering, the user is sent an OTP to their numbers and this serves to successful login of the user. No password as every time the user need to enter their OTP and the number is primary key stored in DB2.

2. Option for **IBM Chat Bot**. This will provide the user with FAQs, the need of this application and to automate some of the features rather by adding manually by the user.

No Submit button in first screen. Once the country code is given, the application will validate the request and then the numbered input will cap based on their country.

Enter OTP sent to your Mobile number

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3. The 4 digit OTP is sent to the registered mobile number, and upon correct entry, the user login is successful.


How would you like to help the society ?

4

☒ CONTRIBUTOR

☐ DELIVERY PARTNER

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4

Name

Gender


Address

Current Location

7 6

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There are two options for the user to be a part of VSS- Contributor and Delivery partner. Contributors are the users who wish to be suppliers of goods & products to the needy. Delivery Partners are those who wish to pick & drop the items from the suppliers at the prescribed destination which is either user's choice or VSS source.

B. The IBM chat bot here enlighten the features about these two options and keeps the user informed about the VSS app.

4. The flow continues if user select any one of Radio choices, and it will automatically get through the next screen based on the user input without a submit button.

If Contributor,

Then the basic details of user like name with honorific followed by text input, Gender in a combo of three values, Address with Line 1, Line 2, Line 3 and pin code/zip code based on their country. If the user want to pick their current location as address they can avail the option of Map (6), which will pick their coordinates using HERE map API and populate the data in a non-editable text input (7)

Else Delivery partner,

Then the flow will be different asking the relevant details.(4A)

5. NEXT button,

Which will enabled only after all the fields are entered. All fields are mandatory as VSS request only for the important details to bridge VSS and users.

Please confirm your details and address

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Placeholder text for address confirmation

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The address entered by the contributor will have some validation using the HERE map API and VSS API for address authentication and to format the address. This is a static page.

8. If the **validations are successful**,
Then the details of user – Name, Phone Number, Country, formatted Address in a Non editable comment box

9. **UPDATE**, button always enabled.
After sign up the contributors will be allowed to update the address using this Update button

Every time the user needs to confirm their present address which will be the pickup point for delivery partners. VSS doesn't store any residential address of its users and all entered data are floating values.

10. **CONFIRM**, button always enabled
Upon confirmation, the user is now ready to choose the products/items, they want to contribute the needy people at the time of natural disaster.


Choose the products you want to contribute

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11. The **Contributors** are now in **product/item that they wish to supply** screen. They can use **multiple items which are in the list using checkbox feature**. The items will be **classified** based on **Edible** (Milk, Vegetables, water bottles, groceries, meat, Breads, biscuits etc.) and **Non edible**. Both these items will be enlisted in this screen on a subsequent request followed by enabling of Next button.


12. **NEXT**, button will be enabled
Only after any one item selected from either list.

Do you want to contribute any items apart from mentioned list

13 ☐ Yes
☐ No

14

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In order to allow the contributor to have his item which are not found on any of the edible and non-edible list, VSS provides them additional optional to add items to their delivery list.

13. The contributor have to select either Yes or No if they are willing to add items or not in Radio buttons.

If YES then,

Multi-select input (14) box is enabled below and the contributor is allowed to add the items in the multi-select input (14) by typing the items. If the searched item match with the search list, then it will appear as a removable item in 14.

Else NO then,


No further actions on this screen.

15. NEXT, enabled only after any one of options is selected

Do you want to contribute to any of orphanages or homes near by

16 ☐ Yes
☐ No

17

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VSS want the contributors to choose the place where their products/items should be distributed. To fetch that data from the user this screen is used if to decide the destination for delivery on their own or its VSS choice.

16. If YES then,

The contributor will be given a set of orphanages/homes near to his present address given (18). Using the HERE map API those details are fetched and displayed with Radio buttons on next screen.









Else NO then,

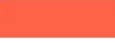
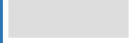
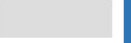
The contributor doesn't want to choose the delivery destination of their own and so VSS will deliver those.


17. NEXT, enabled only after any one of options is selected



You can pick any one option listed below or can choose on your own with map

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19  20  

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22  B 

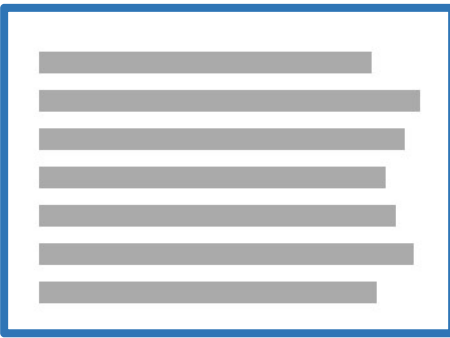
18. On selecting **YES** in 16, the **contributor** will be traversing to this page and they can **choose** their **one of delivery destination** by picking the **radio button**.


19. If the **contributor** doesn't find their wishing **destination**, then they can **pick** it using the **HERE map option** (19). This map will be showing homes of **radius 10 km** from given **pickup address**. The selected **destinations latitude and longitude** will be populated in a **non-editable text fields** (20) and their **address** in a paragraphed format in **non-editable comment box** (21).


22. **NEXT**, button will be enabled upon selecting any of the options in either 18 or 19.

Please confirm the details of the delivery address you selected

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23. **Confirmation** of the delivery destination by the contributor on selecting **YES** in 16 in a paragraphed format in non-editable comment box. This is a **static page**.

24. **NEXT**, button will be always enabled and no condition required.

Confirmation of your order

25

[Redacted text block]

26 [Redacted text]

B ☐

25. On selecting **YES in 16**, the contributor after **choosing the delivery destination by his choice**, VSS will **populate** the details of the **home/orphanage with convener and address** details. This is a **static page**.

26. **NEXT**, button will be **always enabled** and no condition required. **BACK option** will also be there for the user to **re-considering the selection** of delivery destination.

Please read and accept our agreement

27

[Redacted text block]

28 ☐ [Redacted text]

29 [Redacted text]

27. **Terms and Conditions page**. This is a **static page** where the user accepts the license agreement, Terms and agreement on VSS usage and policy.


28. **CHECKBOX** is provided for the user to accept the Terms and Conditions.

29. **NEXT button will be enabled** only after the **user accepts the Terms and Conditions of VSS**.

How would you like to help the society ?

☐ CONTRIBUTOR

4A ☐ DELIVERY PARTNER

B 

There are two options for the user to be a part of VSS- Contributor and Delivery partner. Contributors are the users who wish to be suppliers of goods & products to the needy. Delivery Partners are those who wish to pick & drop the items from the suppliers at the prescribed destination which is either user's choice or VSS source.

B. The IBM chat bot here enlighten the features about these two options and keeps the user informed about the VSS app.

4A. The flow continues if user select any one of Radio choices, and it will automatically get through the next screen based on the user input without a submit button.

If Contributor,

Then the flow will be different asking the relevant details (4).

Else Delivery partner,

Then the basic details of user who wish to be a delivery partner and the name with honorific followed by text input, Gender in a combo of three values, Address with Line 1, Line 2, Line 3 and pin code/zip code based on their country. If the user want to pick their current location as address they can avail the option of Map (6A), which will pick their coordinates using HERE map API and populate the data in a non-editable text input (7A)

4A

Name


Gender

Address

Current Location

7B 6A

5A

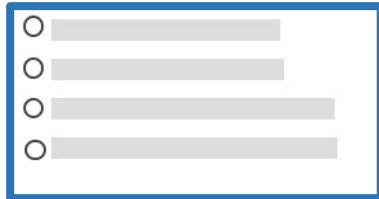
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5A. NEXT button,

Which will enabled only after all the fields are entered. All fields are mandatory as VSS request only for the important details to bridge VSS and users.

Please select the type of vehicle by which you are going to deliver

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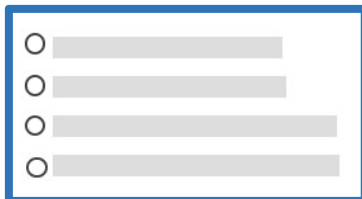
The flow will be different for Delivery partner from Contributor as the delivery partner are part of VSS who are offering service on the request from contributor or VSS.

30. The delivery Partners are requested to give the type of vehicle they are owning as VSS API will classify the partners service offering nativity. Based on those four types are allowed: Two-wheeler, Three-wheeler, Four-wheeler (light duty) and four-wheeler (heavy duty). The user has to select the applicable radio button out of these four options.

31. NEXT, button will be enabled only upon selection of any one of the given options.

Please select the suitable time you will be offering the delivery service

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VSS allows the delivery partner to choose their convenient time for offering the service. So after their vehicle type selection they are traversed to this page in order to choose any one.

32. VSS gives four timings to offer the service all of which amount to 8 hours of working except part time that has its business constraints and are formulated in VSS API after successful recruitment of Delivery partner. The options are: Week days alone (8am-5pm), Weekends alone (8am-5pm), Evening (5pm – 1am) and Part-time. They have to select any one of the options using the radio button.

33. NEXT, button will be enabled only upon selection of any one of the given options.

Please enter License Plate details

34
License ID

Vehicle Number

34A

Registered Address

Date of registration 34B

Insurance ID

35

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The Delivery partners are requested to give their vehicle and their License details in order to verify certain data and for authentication of their vehicles with the country they are living. Their given address and these details will be examined and only after successful verification they will be selected as delivery partners.

Their License ID (34) is an input text box capped with 30 characters of strings and numbers, Vehicle number where the first input combo (34A) will have pre-populated data which are fetched using the country code submitted during sign-up (1), registered address of vehicle with registration date (34B) and the active insurance ID.

34A. If the combo doesn't have the registered vehicle code then they are not allowed to be a delivery partner.

34B. In some Cases the date of registration will pre-populate based on License ID and their country.

35. NEXT, upon all successful entry Next button will be enabled and the action will be to address confirmation page.

36. Address Confirmation Page. A static page that will displayed only after successful validation of VSS business API which will be based on strict terms and conditions on the delivery partner's jurisdiction.

No BACK option to edit or change the given details as most entries are pre-populated and

If address is found to be wrong,

Then the delivery partner request will be in pending status and push notifications will be sent on prompt action by the VSS business side.

37. NEXT, button will always be enabled.

Please Confirm the entered details

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Please upload the following documents for validation

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To cross check the data of the delivery partner entry and with the government data, VSS request them to upload the softcopies of certain documents depending upon the country and jurisdiction of the user. This will be done in this page. VSS API after doing validation of these data will approve the request of the delivery partner.

38. **Dynamic set** of **UPLOAD** buttons followed by the required documents name.

39. After **successful** upload, **NEXT** button will be enabled.

Contract agreement

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Since, VSS is largely depends on the liability of users the terms and conditions for delivery partners are stringent and vary based on their geography. If hard copy of delivery signatures with documentation are required, then VSS API will pre-validate those requirements and then will show the terms and conditions to the user. If not applicable then their request will be submitted and they will be notified after every documentation are completed

40. **Terms and condition page**. This a static page

41. **CHECKBOX**, to accept the terms and conditions

42. **SUBMIT**, button will be **enabled after accepting** the terms and conditions.

Deliver partner Request Confirmation

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[Redacted text block containing approximately 12 lines of placeholder text]

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43. After passing every validations of VSS API, then the **delivery partner will be in their Submitting page** with their request confirmation details. **This is to notify the partner that their enrollment procedure is completed and have to wait further for business validations and approval.**