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Name

Line Description

A social platform for a public service that aids people, who experience some form of a mechanical issue with their vehicle, in contacting a nearby mechanic for quick and efficient service.

Detailed Description

Service Type

Public Service???

Features

- Easy and fast communication between a user and mechanic.
- Can search for geographically near mechanics.
- Easy to understand and detailed billing process.

Process

Signup

- Using phone number.

Booking a Mechanic

The user must be logged in. After the user opens the app, the user sees a map with his current location and locations of nearby mechanics.

1. The user picks either his current GPS location or a location manually from the map.
2. From list that appears, he picks his car type.
3. On a new screen, he checks various options of what might the problem be.
4. He then places a request.
5. The user shows up on a mechanics app.
6. The mechanic accepts the request.
7. The user is notified that his request has been accepted.
8. The user can see how far the mechanic is.
9. The user can see how much time the mechanic will take to arrive at his location.
10. The user can contact the mechanic through mechanic's phone number.
11. After the mechanic arrives at the location, he notifies the user through his app.

Fixing the Problem and Billing

After the mechanics arrival, he inspects the vehicle.

1. After inspection, the mechanic generates a bill by selecting "Add bill" button.
2. A new screen shows different possible faults.
3. The mechanic marks all the faults that he finds in the user's vehicle.

4. Each fault has its repairment price excluding the price of a new part.
5. The mechanic can mark if a part needs replacement.
6. The mechanic also provides the charges for the new part.
7. After that the mechanic selects "Generate Bill".
8. The generated bill has all the faults listed with its corresponding prices and new parts prices if applicable.
9. The bill also has the total price, including all forms of charges.
10. The user is notified of bill generation.
11. The generated bill appears on the user's app.
12. The user can either accept or reject the bill.

Bill Accepted

The mechanic fixes the problems.

1. After fixing the problems, the mechanic selects finish on his app.
2. The total cost appears on the mechanic's and user's app.
3. The user and the mechanic can see the details of the total cost by selecting "Show Bill".
4. The user pays the money to the mechanic.
5. The mechanic verifies the receipt of the money on his app by tapping a button.
6. A popup appears on user screen to rate the mechanic.

Bill Rejected

1. The mechanic is notified.
2. The mechanic can generate a new bill or select finish.
3. The total cost appears on the mechanic's and user's app.
4. The user and the mechanic can see the details of the total cost by selecting "Show Bill".
5. The user pays the money to the mechanic.
6. The mechanic verifies the receipt of the money on his app by tapping a button.
7. The user is shown a feedback box.

In case the mechanic finds new faults during the repairment process, he can edit the generated bill, which will again be verified by the user. In case this bill is rejected the old bill will remain.

Charges

Base Charges

These include:

- Travel costs of the mechanic.
- Service charges.

Service Charges

These include:

- Vehicle inspection charges
- Physical labor and repairment charges

New parts

These depend on the new parts installed and are up to the mechanic.