Droppin Driver Operations - Business Documentation

Comprehensive User Stories and Business Requirements

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1 Executive Summary

The Droppin Driver Operations guide defines how drivers receive and execute pickups and deliveries with accuracy and speed. It covers assignment flows, scanning, status transitions, proof-of-delivery, and COD handling to ensure reliable, auditable last-mile operations.

1.1 Key Features Overview

- Role-gated driver dashboard and authentication
- Assignments workspace with real-time statuses and filters
- Barcode/QR scan to validate handoffs and transitions
- Guided status progression from pickup to delivery
- Proof-of-delivery capture (signature/photo/recipient)
- COD visibility and confirmation
- Notifications for assignment and status changes
- Mobile-first experience optimized for field conditions

2 User Stories by Feature Category

2.1 1. PROFILE AND AVAILABILITY

2.1.1 US-DRV-001: Driver Profile and Availability

User Story: As a driver I want to manage my profile and availability So that I receive assignments when I am ready to work

Business Value: Improves assignment accuracy and driver satisfaction.

2.1.1.1 Detailed Requirements

- View/update personal details and contact info
- Toggle availability status (if supported)

2.1.1.2 Acceptance Criteria

- Availability reflects in admin assignment logic
- Only up-to-date profile information is shown to dispatchers

2.2 2. ASSIGNMENTS WORKSPACE

2.2.1 US-DRV-002: View and Manage Assigned Tasks

User Story: As a driver I want a clear list of my assigned pickups and deliveries So that I can plan my route and complete tasks efficiently

Business Value: Streamlines daily execution and reduces errors.

2.2.1.1 Detailed Requirements

- List assigned tasks with status, SLA, addresses, contacts
- Filter by status (pending, out-for-delivery, completed, today)
- Task detail view with special instructions

2.2.1.2 Acceptance Criteria

- Only assigned tasks are visible to the driver
- Counts and filters reflect latest data

2.3 3. SCAN AND VERIFY

2.3.1 US-DRV-003: Scan for Handoff and Validation

User Story: As a driver I want to scan codes/labels at pickup and delivery So that I can verify the correct package and update status quickly

Business Value: Reduces mismatches and provides auditability.

2.3.1.1 Detailed Requirements

- Scan pickup labels to confirm handoff
- Scan delivery labels to validate drop-off
- Handle invalid or duplicate scans with clear errors

2.3.1.2 Acceptance Criteria

- Valid scans update status immediately; duplicates are blocked
- Scan events are timestamped and linked to the task

2.4 4. STATUS PROGRESSION

2.4.1 US-DRV-004: Guided Status Transitions

User Story: As a driver I want guided, ordered status steps So that I complete each delivery with required confirmations

Business Value: Ensures compliance and consistent data.

2.4.1.1 Detailed Requirements

- Transitions: assigned → picked up → out for delivery → delivered/failed/returned
- Require reasons for fail/return; allow reschedule when applicable

2.4.1.2 Acceptance Criteria

- Disallowed transitions are prevented with helpful feedback
- All transitions capture timestamps and driver identity

2.5 5. PROOF OF DELIVERY (POD)

2.5.1 US-DRV-005: Capture Proof of Delivery

User Story: As a driver I want to capture signatures and photos when required So that deliveries are proven and disputes are minimized

Business Value: Provides evidence and reduces chargebacks.

2.5.1.1 Detailed Requirements

- Signature and/or photo capture; recipient name
- Store POD with the delivery record

2.5.1.2 Acceptance Criteria

- POD is required for "delivered" when configured
- POD data is retrievable by admins/shops for review

2.6 6. CASH ON DELIVERY (COD)

2.6.1 US-DRV-006: COD Collection and Confirmation

User Story: As a driver I want to view and confirm COD amounts So that I can collect payment before completing delivery

Business Value: Ensures correct financial settlement with shops.

2.6.1.1 Detailed Requirements

- Display COD amount and payment method (if applicable)
- Prevent "delivered" until COD is confirmed

2.6.1.2 Acceptance Criteria

- COD confirmation updates financial counters consistently
- Attempt to complete without COD is blocked with guidance

2.7   7. NOTIFICATIONS

2.7.1   US-DRV-007: Assignment and Status Notifications

User Story: As a driver I want timely notifications for assignments and changes So that I stay informed throughout the day

Business Value: Reduces delays and missed updates.

2.7.1.1   Detailed Requirements

- Receive assignment alerts and status-change notifications
- Respect device settings and do-not-disturb where applicable

2.7.1.2   Acceptance Criteria

- Notifications are delivered reliably; failures are logged

2.8   8. MOBILE OPTIMIZATION

2.8.1   US-DRV-008: Mobile-First Field Experience

User Story: As a driver I want a fast, clear mobile UI So that I can operate efficiently in varying conditions

Business Value: Improves speed and accuracy in the field.

2.8.1.1   Detailed Requirements

- Offline guidance; retry actions when connectivity is poor
- Battery- and data-conscious design; quick actions

2.8.1.2   Acceptance Criteria

- Key screens load within performance budgets under typical networks

2.9   9. ANALYTICS AND PERFORMANCE

2.9.1   US-DRV-009: Personal Metrics and History

User Story: As a driver I want to see my performance metrics and history So that I can improve and maintain quality

Business Value: Encourages continuous improvement and accountability.

2.9.1.1   Detailed Requirements

- View completed tasks, success rate, and feedback
- Daily/weekly summaries

2.9.1.2 Acceptance Criteria

- Metrics reflect latest persisted operational data

2.10 10. SUPPORT AND HELP

2.10.1 US-DRV-010: Integrated Support

User Story: As a driver I want help resources and escalation paths So that I can resolve blockers quickly

Business Value: Minimizes downtime and improves outcomes.

2.10.1.1 Detailed Requirements

- Quick links to help topics and contact points
- Escalation flow with task context

2.10.1.2 Acceptance Criteria

- Support interactions are logged and trackable

3 Technical Integration Points

3.1 System Architecture

- Role-gated mobile/web driver app; secure API endpoints

3.2 Key Integrations

- Notifications, scanning, and storage for POD artifacts

4 Business Benefits

4.1 1. Operational Efficiency

- Faster, guided workflows reduce errors and delays

4.2 2. Customer Satisfaction

- Accurate, on-time deliveries with clear communication

4.3 3. Financial Control

- Enforced COD ensures correct settlement outcomes

4.4   4. Scalability

- Standardized flows scale across regions and volumes

4.5   5. Data-Driven Decisions

- Performance insights enable coaching and improvements

4.6   6. Professional Image

- Consistent, reliable last-mile experience