Software Requirements Specification

Document Version 2.1

For

Kidma

February 3, 2014

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Revision History

1. Introduction

1.1 Introduction

1.2 Purpose

The purpose of this document is to demonstrate design and implementation approach to develop a complete solution for Kidma solution to allow easy and enjoyable experience for customers looking for a transportation service. Our solution includes software development, implementation, and maintenance for a Driver Software, Client/Passenger Software, Web Portal or and a Control Panel.

Kidma Mobile application will be implemented using Google® Android and IOS ® Apple platform which is a software stack for mobile devices including operation system and middleware.

Kidma Control panel and web site will be implemented using one of two technologies PHP or ASP.net

The document starts with the overall description of the Kidma application, web site and control panel. It gives a comprehensive description of product perspective and the features that this system provides. It gives the user classes, characteristics and their authorization. It describes the possible constraints on the project, and the underlying assumptions on which the requirements analysis is based. It enlists all the specific requirements that contain a complete description of the application requirements, both functional and non-functional.

1.3 Assumption

Since we did not receive any official request for proposal, or requirements from the customer, we are building our proposal based on our understanding of the customer's conversation with us. Having said that, once the requirements are cleared up will we will tailor our solution / proposal to fit customer's requirements

1.4 Intended Audience

This document is intended to the following stakeholders:
1. Project manager(s): can use this document for project planning and monitoring.
2. Application designer(s): can use this document to make the design of the application. Even though we are including the entire design in this document through the mock up files and the text, which explains the mock up files.
3. Programmer(s): can use this document to understand both application overview and detailed software specification.
4. Tester(s) / Quality Assurance Staff: can uses this document to develop and execute test cases.

1.5 Product Scope

A Kidma complete solution consists of two mobile applications, website, and a control panel:
a) Passenger application: An application which will be downloaded by the customer which will allow him/her to locate the nearest taxi, place an order, track the whereabouts of the cab and much more (detailed features are explained at a later section in this document).
b) Driver application: An application which will be downloaded by the driver allowing him / her to receive orders reply to calls and much more (detailed features are explained at a later section in this document).
c) Web site: Used to show users of this system the way to interact with it (it will include links to all applications, tutorial on what passengers and drivers can expect from the system and how they can operate their application and interact with the system, it will also provide links to where the applications can be downloaded from the Apple Store and Google Store.
d) Control panel: This will allow admin to manage the system (adding calls, tracking drivers, finding out available taxis, generating reports and much more.) Details are explained at a later section in this document

1.6 References

[1] For more detail regarding Google® Android application, please refers to its official website on
http://developer.android.com/

[2] For more detail regarding Apple® IOS application, please refers to its official website on
https://*developer*.apple.com/

[2] For more detail regarding ASP.net, please refers to its official website on
http://msdn.microsoft.com/en-US/

[2] For more detail regarding PHP it is open source, please refers to its official website on
http://php.net/

2. Overall Description

2.1 Product Perspective

Our proposed solution is based on our understanding of customer's requirements (as stated earlier in this document) and on our research and understanding of competitors of similar system.
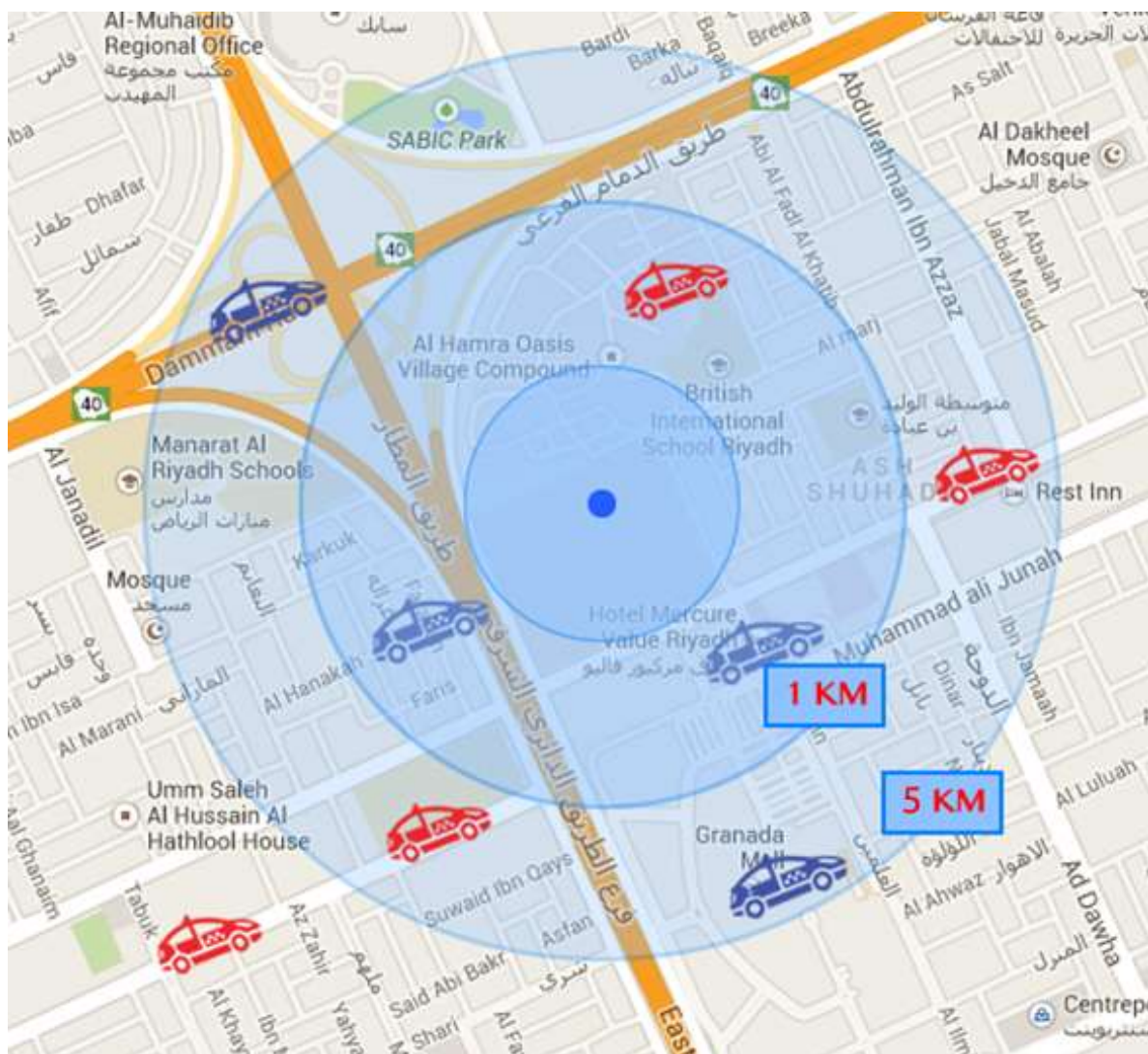
Picture 1: When passengers request taxi, our system will look for nearest available taxi. For example, the system is going to look for taxi around 5 kilometer / mile (this can be configured in the system) and it has the following cases:

1- If there is no taxi found in this range (within two minutes at most), a message will be sent to the passenger to notify him that no cabs available in his area and he can try again later.

2- If he find 4 cars (1 busy and 3 available) in the whole 5 kilometers, the system will save it as in the following picture in a list sorted by nearing from the passenger location.
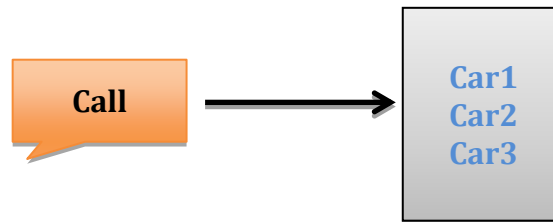
Picture 2:

The call will be sent to the first car after checking its status (If it is available) then the system will send the call to it. The car has only 30 seconds to accept or reject. If no action taken with in the 30 seconds, the system will check the second driver status (If it is available) the system will send the call to it and so on till the 2 minutes ends. If no cars answered the call, the message of no available taxi in your area will be sent to the passenger.

System will also calculate the time estimate from the client's location to the nearest cab.

Special Case Handling:

In case two calls received in the same time to get taxis from the same place, the system will handle this situation as follows:

Picture 3:

The call1 will be sent to the car1 after checking its status (If it is available) then the system will send the call to it. The car has only 30 seconds to accept or reject. In the 30 seconds which the driver of car1 has to take action in, the system also will serve call2. It will also check the car1 it will find it busy so it will send the call to second car car2 it will be available so it will get the call and so on. This means all the calls will be served even it happen in the same time and from the same place.

2.2 Product Functions

Kidma application provides several features for mobile users for drivers and passengers / clients:
- Passengers are able to add, cancel a call.
- Passengers are able to track taxi(s) on the map.
- Passengers are able to determine the ETA (Estimate time of arrival) of their taxi
- Passengers are able to (pick up) get a cab instantly
- Passengers are able to get information about the driver who is going to pick him.
- Passengers can rate and write any comments about the taxi driver.
- Passengers will be informed once the taxi reaches the pickup location.
- Passengers will be able to share this application with others via SMS.
- Drivers are able to register via mobile application
- Drivers will be able to receive calls with only 30 seconds to accept or reject.
- Drivers are supposed to accept at least 50% from calls received.
- Drivers will receive passenger information when the order is accepted.

This part updated to be a flag as in control panel (V1.9)

- Drivers will be able to call or message passenger.
- After a predetermined number of times calling passenger(s) if no response is received from passenger(s), driver will mark the call as NO SHOW which mean that the driver is at the pickup location and passenger is not there. Then the system will not charge the Driver.
- If the passenger made two calls in small period with NO SHOW response from the driver, the system will add a flag for that passenger to notify the admin with this action on the control panel.
- Once the driver receives the passenger information he/she will be able to go to the pickup location.
- Start trip allow user to get the direction form pick up location to drop off location on one of maps (Google maps – Apple maps).
- Drivers can be rated and commented on by the passenger.
- Drivers are able to track all orders they worked on in last 24 hours.
- Drivers are able to charge his account.

2.3 User Classes and Characteristics

The users of Kidma system are everyone and anyone who has mobile device, such as *mobile phone*, *smart phone* or *personal digital assistance (PDA),* which runs under Android, IOS platform.

2.4 Operating Environment

The application will be implemented, tested, and integrated on Android, IOS platform and PHP or ASP.net. The platform provide an operating system, middle ware, core features, and API that allow access to perform activity on mobile device system.

2.5 Design and Implementation Constraints

CO-001	The application design primarily depends on Google® Android and Apple IOS architecture using its API.
CO-002	The application uses service interface that is provided by server for requesting data from server or execute and action on server.

2.6 User Documentation

Refer to application user manual document, KidmaUserGuide.doc

2.7 Assumptions and Dependencies

No Assumptions and Dependencies.

3. Specific Requirements

3.1 External Interface Requirements

3.1.1 User Interfaces

Kidma system provides graphic user interface to perform add call, register receive calls and more features included into both apps driver one and passenger one.

3.1.2 Hardware Interfaces

No applicable hardware interfaces.

3.1.3 Software Interfaces

The application uses services of mobile device's operating system through API provided by Android, IOS and PHP or ASP.net.

3.1.4 Communications Interfaces

The application communicates with server via HTTP. The server will be used for the period of the project. Customer must provide his or her own server before deployment.

3.2 System Features

All features required is listed below: -
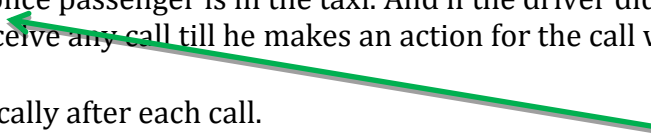
3.2.1 Passenger Application

- Passenger able to use app with two-language support اللغة العربية and English.
- Passengers are able to register and login via mobile application.
- Passengers are able to place an order through easy steps.
- Passengers can rate the driver's service and add comment.
- Passengers can answer small survey about the app.
- Passengers are able to add allowable notes (customer will decide what notes are allowed to be followed) with instructions regarding the call (for example: come from the valley …etc.).

- Passengers can cancel the call any time before driver arrives to the pickup location.
- Passengers can track the taxi and locate it on map.
- Passengers will see an ETA (Estimated time of Arrival).
- Passengers will be informed once driver arrive at pick up location.
- Passengers can contact the organization for more help.

3.2.2 Driver Application

- Driver will be able to register his information to join Kidma system. Kidma Company will then complete his/her registration.
- Driver is able to change his status from on duty to off duty any time but this mean If status is off duty, the driver will not be able to receive calls until status becomes on duty
- Driver must accept or rejects the call within 30 seconds.
- After accepting the call the driver will get the passenger and information about the pickup location.
- Driver must accept at least 50% of total calls received per week.

  Updated to be per week (V1.9)

- Driver is able to call passengers or text them using the mobile calling and text messages.
- Driver will inform passengers when they reach the pickup location.
- Driver will inform the system in case of a NO SHOW.
- Driver must press on start trip once passenger is in the taxi. And if the driver didn't press the start trip button, he can't receive any call till he makes an action for the call which he answered.

  The If condition added (V1.9)

- Driver will be charged automatically after each call.
- Driver is able to rate passenger and add comment after call is served
- Driver is able to list all the calls he/she serviced in last 24 hours.
- System will allow the driver to charge his account to be deducted each time he serves a call using the PayPal.

3.2.3 Web Site

- Site will include information about all features and services regarding this system.
- Include help menu which will guide the mobile users on how to use their app and what they can and can't do with the system
- Will have a nice and easy interface.
- Will allow passengers to add call via the website (Using the web access only).

  This part updated (V1.9)

3.2.4 Control panel

- Admin will be able to determine number of taxis available / busy and the number of passengers being serviced.
- Add a call
- Generate call history
- Call history results can show the time it took to reach the customer once a call is accepted.
- Call history results can show the time it took from the time the driver got to the pick location to the time the client physically got the taxi
- Call history results can show the total time from pick location to drop off location
- Call history results can show the total time from start to end
- Track all drivers history and able to search into all drivers.
- Track all comments related to each driver.
- Admin will be able to generate waiting approval list for drivers.
- Admin will be able to see the rejected applications of the drivers.
- Admin will be able to add new drivers or in activate or edit existing drivers.
- Admin will be able to add new passengers.
- Admin will be able to do different kind of searches on existing passengers (by name, phone number, address …etc.)
- Track all comments related to passenger.
- Generate a list of all calls related to passenger id.
- Admin will see a flag for passenger who makes 2 cancellations for two calls in 24 hours.
- Admin will see a flag for passenger who makes 30% of his call cancel or marked with the driver as No Show.
- Admin will see a flag for the driver whose rates equal or less than 3.5
- Admin will be able to search transactions with more than one parameter for the driver.
- Admin can refund or charge the account of the driver.
- Admin can add, edit and in activate users with their privileges.
- Generate all reports available via system.

This part updated (V2.0)

3.3 Performance Requirements

- Drivers are able to receive calls immediately
- Passengers are able to get a taxi highest possible speed response.
- Simple, fast and easy navigation

3.4 Security Requirements

- The users in the control panel have different privileges under the whole administration role.
- The User of low privilege can't do the functions did by the high privilege user.

3.5 Software Quality Attributes

3.5.1 Modifiability

3.5.1.1 Description and Priority
Modifiability is an essential quality attribute of the application, as the application will be developed in iterative and incrementally approach.

3.5.1.2 Non Functional Requirements

|	
NFR-001	The application shall be designed to support enhancement features in the next release.

4. Design

4.1 Driver application design

Application will start with nice splash for just 1-second see picture 1

User going to run Kidma Driver App with three starting scenarios:
1- If it is first time to use the app, the user must select language
2- OR it will check if password saved, the app will go to main screen
3- Otherwise it will ask user to login.
    a. If login succeeded, main screen will appear
    b. If login failed, the user has to re-trying login again. See picture 2
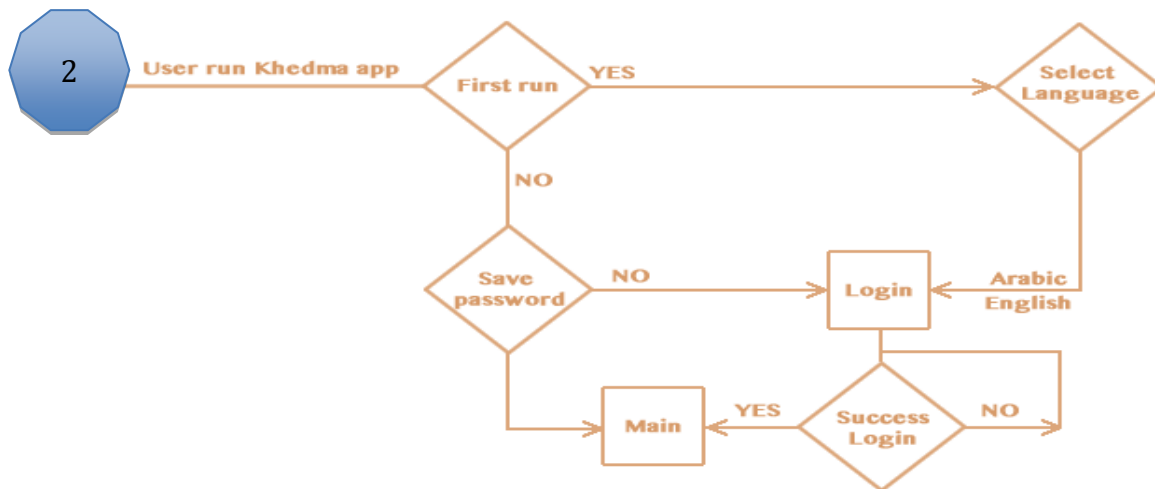
Driver will be able to select which language going to use اللغة العربية or English Language see picture 3. Once user select language, localization going to be sit all over the app Then app will ask user to login.

Note:
The language screen appears only one time for the first use of the application after that the user can change the language from his account screen.

Driver will be able to log in with his Mobile Number and password if exists, otherwise he/she will have to fill up a new application and wait for company to process.

If the driver check the Save Password option, it will save his login data and enter him directly to his main screen otherwise it will ask the driver to login again.

User cannot leave this screen to main without login, once user login for first time his id will be saved to app data to use it while accepting or rejecting calls and etc. see picture 4.
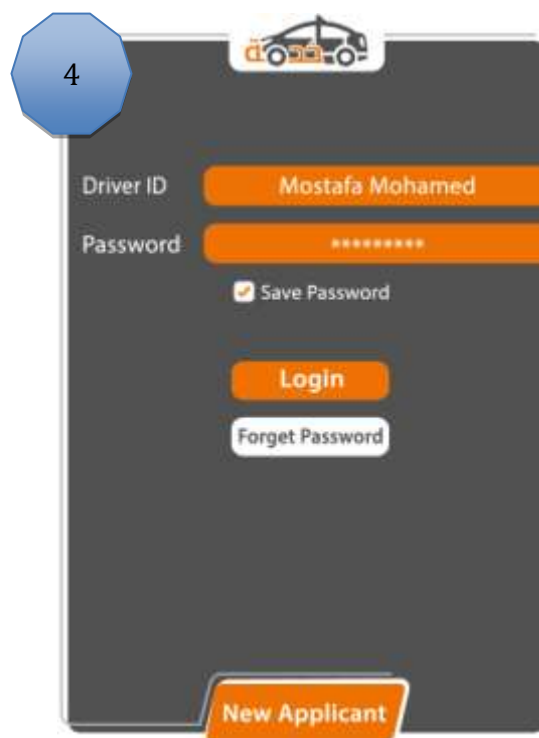
Login screen will ask user to do one of 3 jobs:
- Login → user must enter Mobile No.-Password then app check if success login will take user to main screen else will ask user to re-enter the correct data.
- Forget password → user able to retrieve his password once he forget it.
- New applicant → allow user to fill applicant to be able to be driver for the organization and get calls.

Forget password will ask user to enter his email address, then he will check his email to continue retrieving password process See picture 5
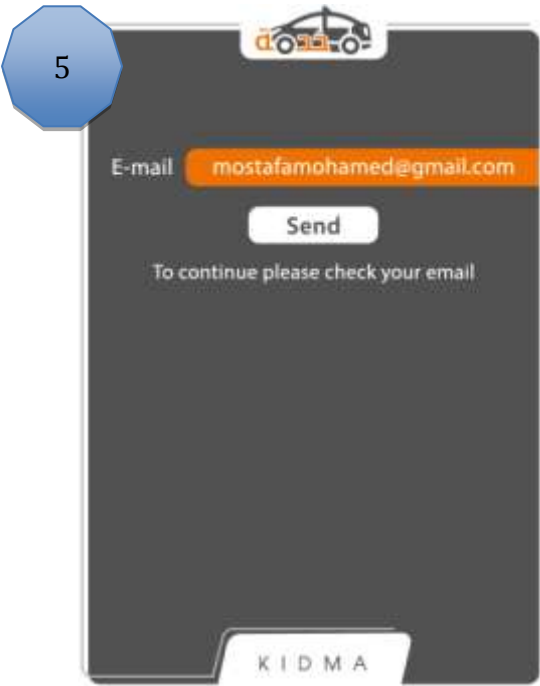
If user not registered as driver with Kidma before he has the ability to fill new applicant as bellow see picture 6. By pressing on the image icon, it will direct the new driver to his mobile's camera to take a photo for himself.
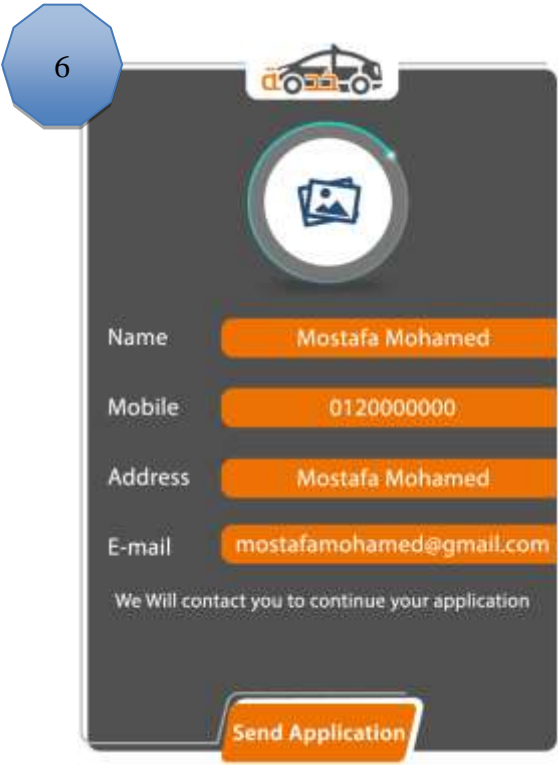
Driver must fill all data → Name, Mobile, address, email.
Once user click on Send Application button, the app will check the entered data
1- If all data entered, it will send the applicant information to company under control panel (**Driver waiting approval**).
2- If the data entered not completed, it will ask the user again to enter all the mandatory fields.

Mobile and email is unique so if the email or phone registered before, the web service going to inform the application that which one of them is exist before and notify the user that he entered a registered email and he must enter another one.

Once driver is logged in, the main screen will appear which show the driver's status (on duty) then the system will inform the driver of any incoming orders.

On main screen driver will be able to see his location with status in 2 colors green mean on duty, red mean off duty, this will help the driver to be notified if he still with off duty. Also he can go to his account by pressing my account button in the top of the screen see picture 7.
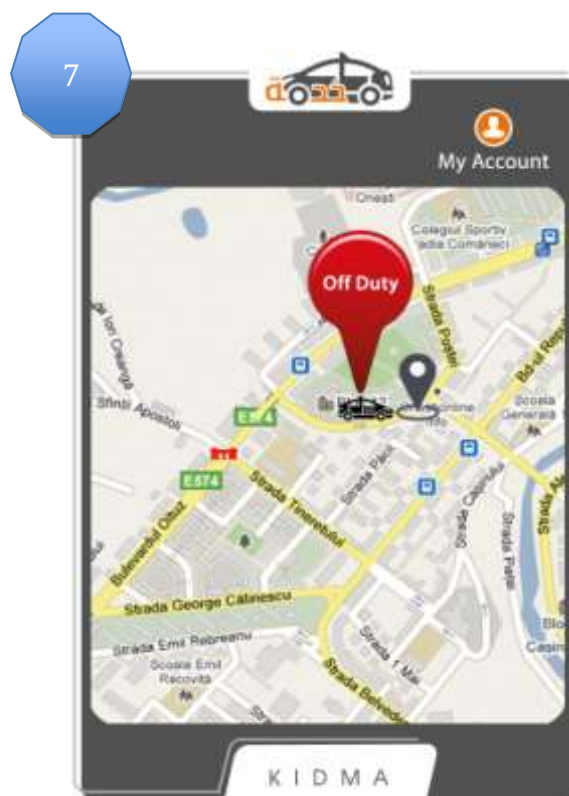
Driver has only 30 seconds to accept call otherwise the system will look for the next nearest driver.
Driver must accept at least 50% of the total calls received see picture 8.
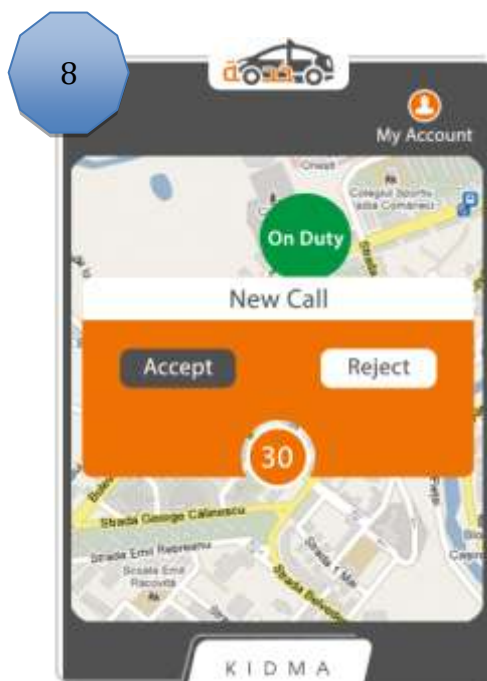
Note:
All the pop up message will alert the users (Drivers or Passengers) using sound. (It will be displayed with sound).

This note is added (V2.0)

In case the internet connection on the mobile off, the server will send the call + it's time to the Google service to check if the driver time within the time of the call or not to receive his call.

This note is added (V2.1)

User will be able to receive calls while he is on duty.
Once user receive a call pop up dialog appear see picture 9.
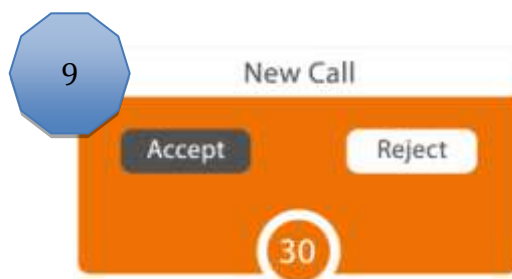
Note:

If the driver not on his main screen or the application closed, a notification message will be sent to him with (IOS system) and a complete pop up message as picture 9 will appear on his mobile with (Android system).

Driver going to select one option from two: accept the call or reject it, if driver accept the call of passenger, the call information will be sent to him.

If the user rejects the call, the application will start locating another car from the starting range again as example 1 kilometer/mile and will exclude the car which rejects the call before.

If the driver missed the call, a notification message will appear to him to let him know that he missed the call see picture 10.
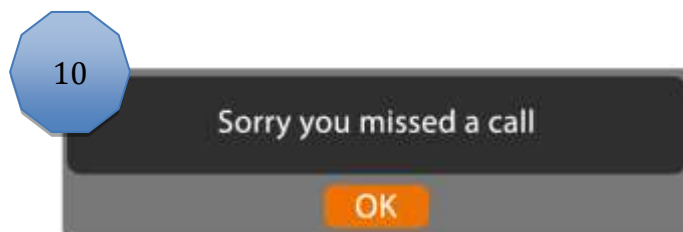
In case the passenger cancel the call either when the driver on his way or the car is outside the pick-up location, it will display a notification message to the driver to inform him that the call was cancelled without charging the driver see picture 11.
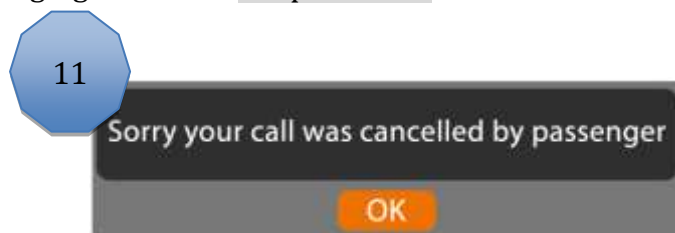
Once driver accept the call he is going to start moving from his place to customer location (Pick up location) viewing the passenger information screen. See picture 12

This note is added (V1.9)

Note:

The driver has only 30 seconds to cancel the call; after the 30 seconds ends the button will be disappeared.

The driver can see the route to the pick-up location by pressing on (Direction of Pick up Location) or see the note the passenger sent for him (The note icon only will appear if the passenger send it).

Once map appears to driver he will see where is his taxi on the map, also he will be able to see pin located for customer see picture 13.

Call out Allows driver to call out the customer if the pick-up location not clear

Text Allows driver to text out the customer once get into pickup location.

AT PICKUP LOCATION Once driver click (at pickup location), notification message will be sent to customer telling him that driver at pickup location. Then the App will direct the driver to the screen of other choices see picture 14

Cancel Call Allows driver to cancel the call then it will display message to him asking for the reason of cancellation see picture 15. And it is a mandatory for the driver to enter the reason of cancellation.

14

Direction to Drop off

Show on Map

Start Trip

End Trip

No Show

Call out   Text

KIDMA

15

Are you sure you want to cancel the call.. why ?

OK   Cancel

Start Trip When the passenger is in the taxi, the driver must press on Start trip to start viewing his route on the map with next two choices. When the driver press outside the map, the system will return the driver to the previous screen with two scenarios:

1- If the passenger entered a drop off location, the start trip button will be changed to Direction of Drop off Location to open the map again with the route between Pick-up location and drop off location see picture 16.

2- If the passenger didn't enter a drop off location, the start trip button will be changed to Show on Map button which can show the driver car on the map only without route see picture 17

Direction to Drop off Allows drivers to get their direction to drop off location

Once map appears to driver he will see where is his car on the map, also he will be able to see pin located for drop off location added by the passenger (This button will appear only if the passenger enter the drop off location).

Show on Map Allows drivers to get his car place on the map only

END OF TRIP Will be clicked once driver arrives to drop off location, the system will charge the driver with just 3 SR, see picture 18. This button will not be displayed till the driver pressed on start trip button.

The button will disappeared added (V1.9)

Note:

In case the passenger didn't enter the drop off location, after the driver pressed the End Trip, the system will get the current location of the car and recording it as a drop off location in the system.

NO SHOW After a predetermined number of times calling the passenger(s) if no response is received from passenger(s), driver will mark the call as NO SHOW which mean that the driver is at the pickup location and passenger is not there. In this case the organization will not charge the driver for that call.

Call out **Text** The driver can use these options to contact the passenger in case he reaches the pic-up location and the passenger didn't go out.

Note:
- Driver able to charges his account via his page from the website.
- Driver able to charges his account via charge account button from his account screen using his PayPal account.
- Driver able to receives 1 free call before charging his account.
- Driver will be notified when his charge reaches 6 SR for the two calls, and then the system will give him an extra call if his charge reaches zero and it will be charged after he charging his account (His remaining value will be -3SR).

Driver **must** rate passenger and add comments if applicable, see picture 19 this is a mandatory rate.
Driver able to edit his information and save it, change his status via two buttons (on duty and off duty), he can charge his account with extra charging and contact with the support team see picture 20 Also he can view the calls history for last 24 hours and can call any passenger see picture 22.
In addition to that he can change his password and if he pressed this button a pop up message with new fields will appear to the user see picture 21

19

Passenger Name
★★★☆☆

This passenger is too good

Send Feedback

20

My Account

Driver ID 1234

Edit

Name   Mostafa Mohamed
Phone   012000000
E-mail   m.mohamed@gmail.com

Account Value 3000 SR   Charge Your Account

Calls History   Contact Us

On duty   Off duty

Save   E / ع

21

Old Password
New Password
Re-type Password

OK   Cancel

22

Last 24 Hours Calls

Ali Mohamed
Pick up Address : Khamis-Abha Road, Al- Rajhi Building

Ali Mohamed
Pick up Address : Khamis-Abha Road, Al- Rajhi Building

Ali Mohamed
Pick up Address : Khamis-Abha Road, Al- Rajhi Building

Ali Mohamed
Pick up Address : Khamis-Abha Road, Al- Rajhi Building

Ali Mohamed
Pick up Address : Khamis-Abha Road, Al- Rajhi Building

K I D M A

4.2 Customer application design

Application will start with nice splash for just 1-second see picture 1

User going to run Kidma App with three starting scenarios:
1- If it is first time to use the app, the user must select language
2- OR it will check if password saved, the app will go to main screen
3- Otherwise it will ask user to login.
    a. If login succeeded, main screen will appear
    b. If login failed, the user has to re-trying login again. See picture 2
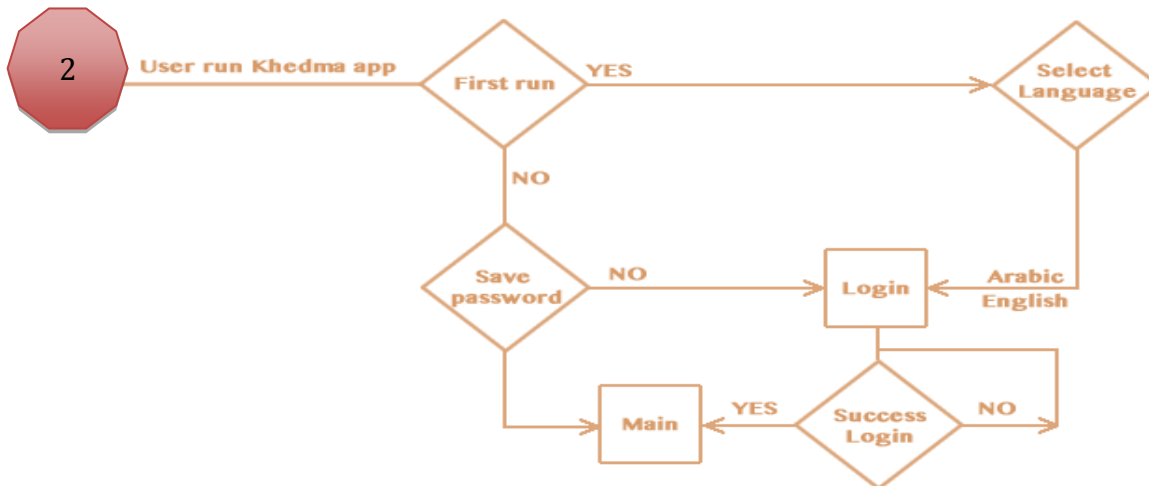
Customer will be able to select which language going to use see picture 3.

Note:
The language screen appears only one time when the first use of the application after that the user can change the language from his account screen.

Once user selects language localization going to be sit all over the app, then for first use of the application, it will direct the user to enter his data see picture 5.

Customer will be able to log in with ID and password if exists, otherwise he/she will have to register new account.

Login screen will ask user to do one of 3 jobs: -
- Login → user must enter ID-Password then app check for two things:
    - The account activated or not: If the account not activated, it will display message see picture 6.
    - The Login data is correct or not: If not correct, it will display message of Invalid login.
- Forget password → user able to retrieve his password once he forget it.
- Register → allow user to register new account to be able to enter to the application.

User cannot leave this screen to main without login, once user login for first time his id and password if he select the save password option see picture 4.

3

فضلا.. قم بإختيار لغتك

Please... Select Your Language

English   اللغة العربية

KIDMA

4

Mobile No.   Mostafa Mohamed
Password   ·········
☑ Save Password

Login
Forget Password
Register

KIDMA

Passenger has the ability to create new account, see picture 5. User must enter his Mobile, email and password.

Web service going to validate both email and phone number if it is registered before or it is the first time and If mobile registered before, pop up message going to be appeared to inform the user this mobile number already exist do you want to retrieve its password? If user click Yes Email will be sent to user on his email address with his account details see picture 7.

5

First Name   Mostafa
Last Name   Mohamed
Mobile   0120000000
E-mail   mostafamohamed@gmail.com
Password   ·········
Re-enter Password   ·········

We use your email and mobile number to send you ride confirmations

Continue

6

We sent verification email to your email address, please check your email

OK
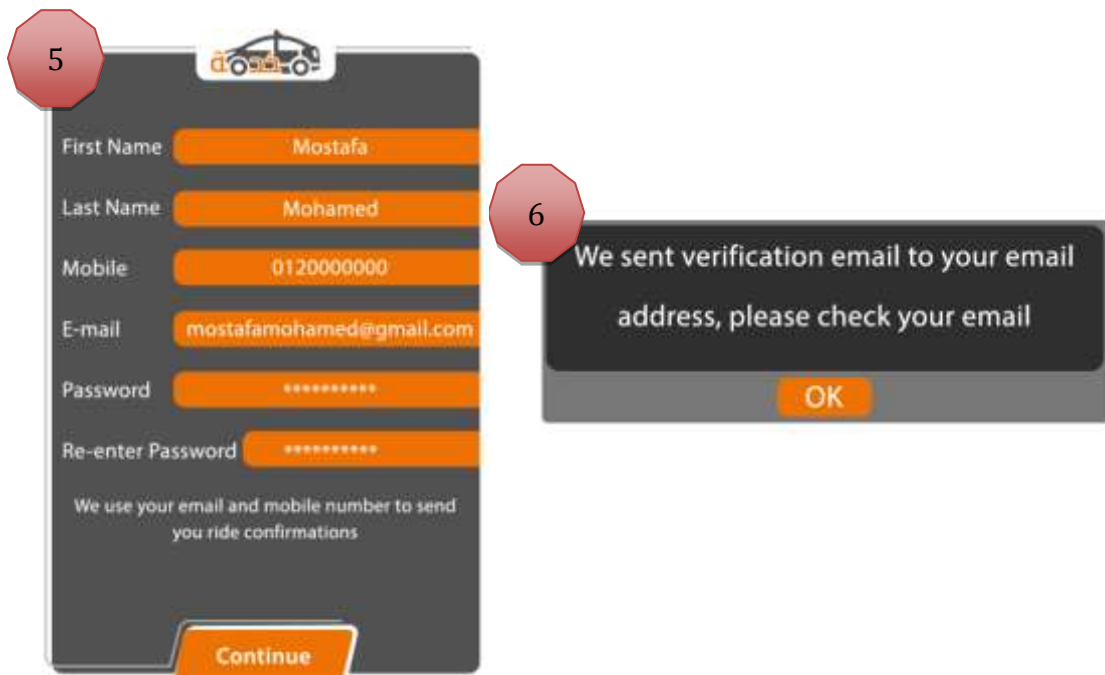
Password must be the same as confirmed password.
All passenger information is mandatory.
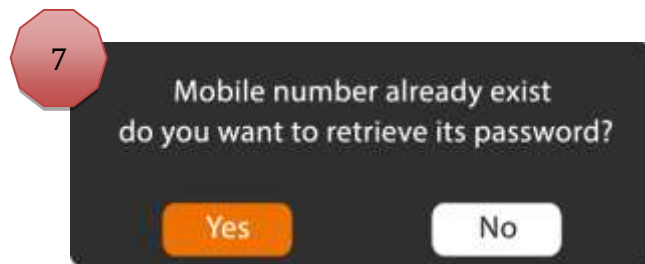
Once the passenger is logged in, for the first time it will open his account to enable him update his photo.
If it is not the first time to use the app, the system will show the cars around his location. The status of the driver (red = busy, blue = available) in (Main screen of the passenger) See picture 8. He also can share this App with his friends using the (Share App) button in the bottom of this screen.
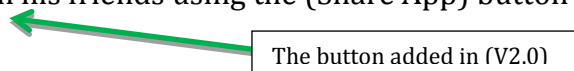
The button added in (V2.0)

When the Yes button pressed from the previous pop up screen, it will direct the passenger to forget password screen see picture 9.
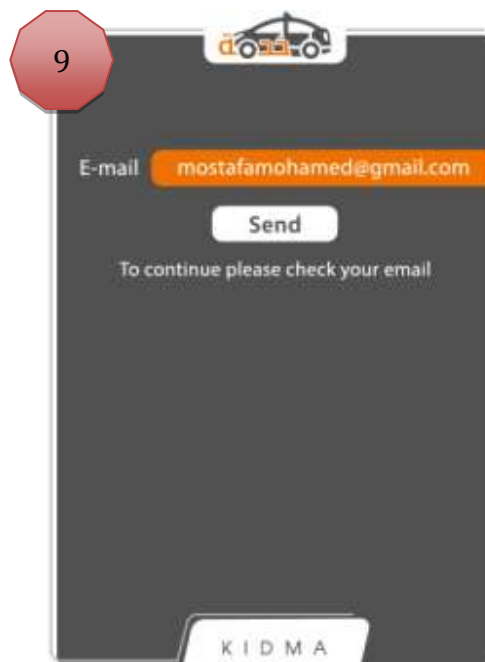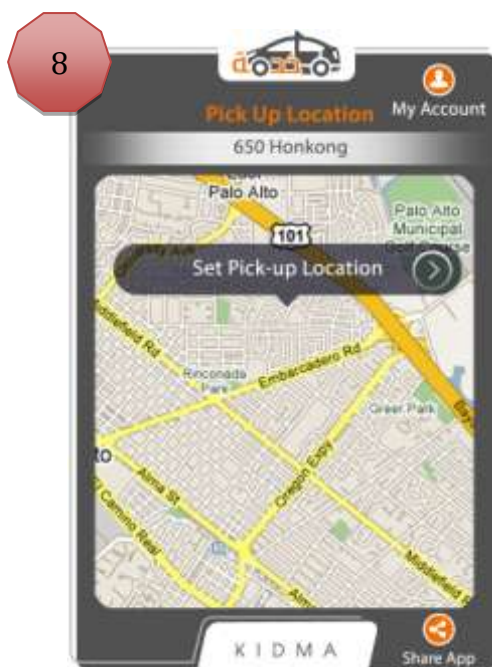
Passenger is able to set a call by pressing the arrow inside the pickup bar inside the map. It will direct him to the pick-up information screen see picture 10.

The screen updated in (V2.0)
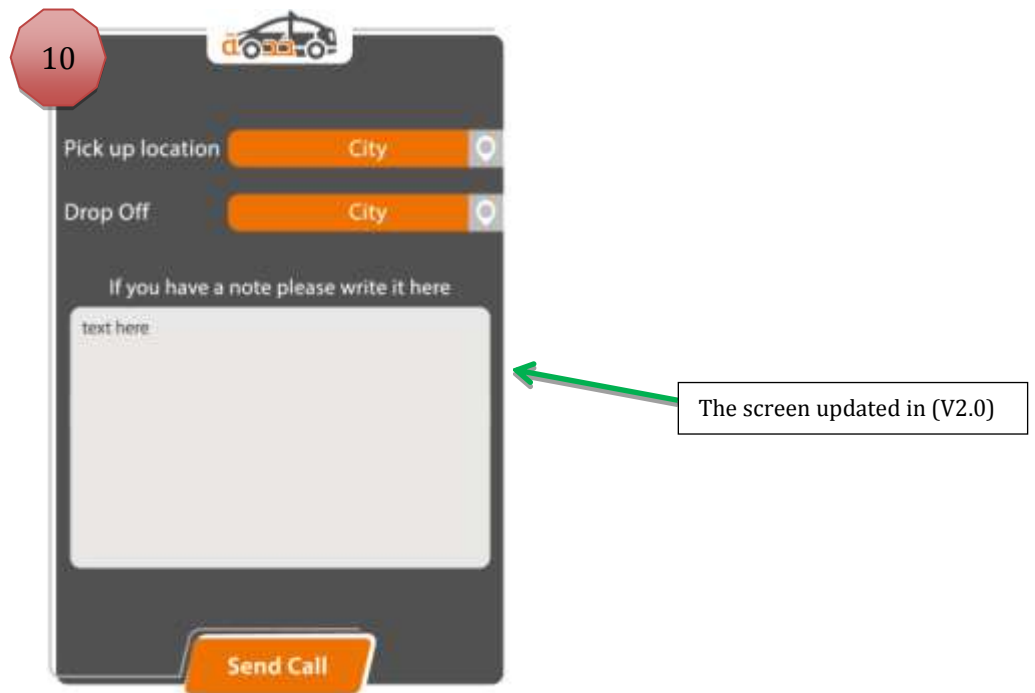
The customer when move the pin on the main screen map, it will fill automatically the pick-up location in the Pick-Up screen then the user can add the drop off location by entering the address, by selecting the icon of Map inside the field see picture 11 or can leave it without any data. Passenger can add a note to be sent to the driver, for example "I am wearing yellow t-shirt or carrying a black bag". Driver will receive the note if he/she accepts the call inside the notes text box.

Note:

      - The system will keep the previous entered address for the passenger in both (Pick-up and drop off locations) and he can get it by writing some characters from the address in their fields.
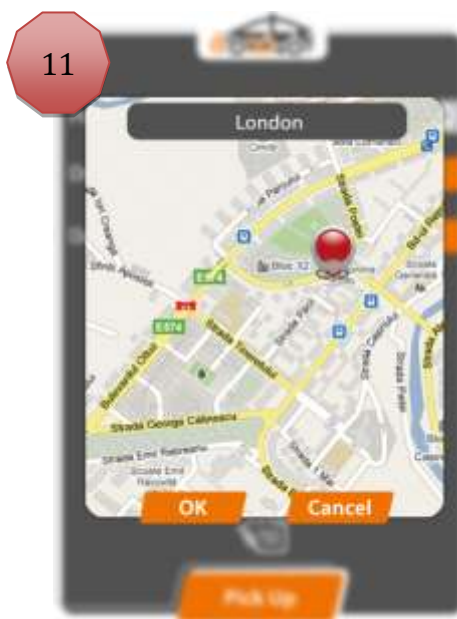
After the customer press the send call button, the system will start locating a car for him by sending this call for the nearest driver and in his waiting time it will display picture 12.
Once the driver accepts the call, driver's information will be sent to customer allowing him/her to text the driver or call him see picture 13. Also he can track his taxi with the estimated time of arrival (ETA) above the taxi by watching him on the map using the Track Driver button see picture 14.

Note:
The rate will start with 5 stars completed only after the first login for the driver else it will be determined upon the passenger's opinions.
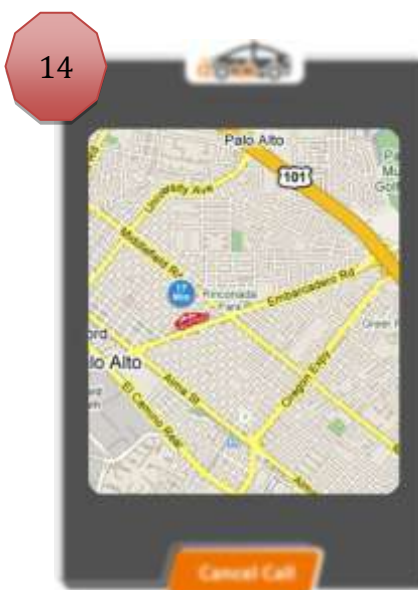
If the Driver cancels the call after his acceptance before, the system will direct the passenger to the locating car screen see picture 15.

Passenger will also be able to cancel the call any time before the driver reaches the pickup location without a charge by pressing Cancel Call button see picture 13.

Once driver arrived to pick-up location, passenger will be informed that car is outside and waiting him/her, see picture 16 if he opened the app. If not, it will notify him as a notification on his mobile.
After passenger reaches the drop off location, he/she will be able to rate driver and add any comments then send his feedback see picture 17
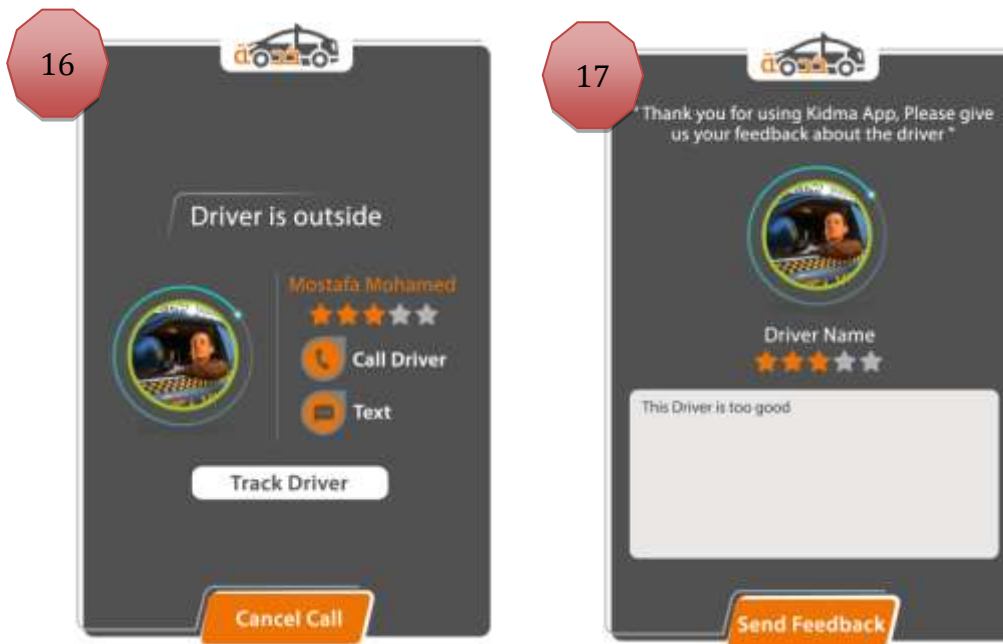
After pressing the Send Feedback button from the previous screen, it will open a small survey screen for the passenger. In this screen the user can answer the question by pressing yes and No buttons. Also he can Send his answers, skip this survey or make this survey not displayed automatic by pressing ((Don't show again) this check box will be changed to (Show) when the user check it one time) check box see picture 18.
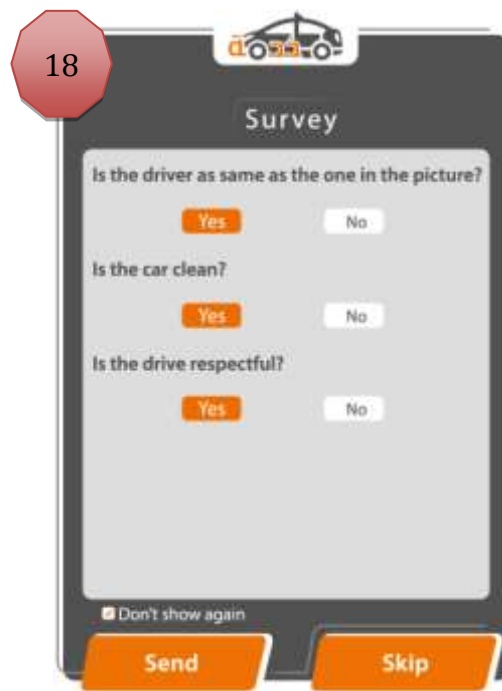
And in this case a notification message displayed to the user to inform him that he can access the survey any time from the button (Survey) inside the Rate Screen see picture 19. This survey answers will be sent to the survey email which reviewed by the administrator of the organization.

The part added in (V2.0)

From the main screen of the passenger, he can access his account screen to edit his information, show call history and contact the organization see picture 20.
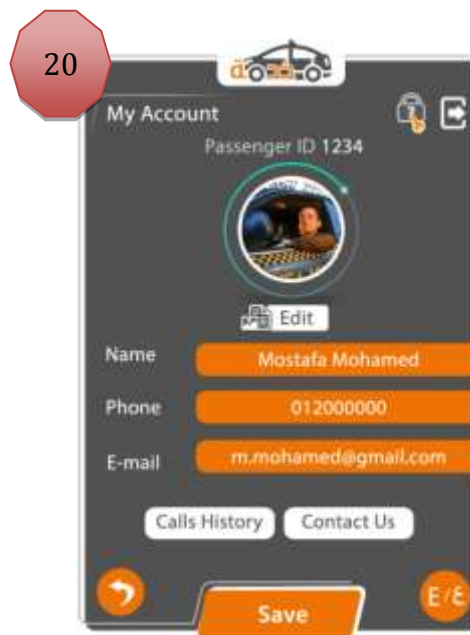
By pressing contact us button, the App will direct the user to his mail contains the support mail for the passengers in the (To) list.
And by pressing the call history, he can see the call logs for last 24 hours he made with the driver name, pick-up location and ability of calling him see picture 21.

By pressing the contact us screen, the app will direct the user to the contact us screen to enable him to send any complain or suggestions about the app.

Note:

If the system failed to detect car for the passenger after determined time, it will display message for him as in picture 22. And it will return him to the call information screen see picture 10 with his call data saved to retry calling again.

There is no vehicle available
Now in your area, please
try again later

KIDMA
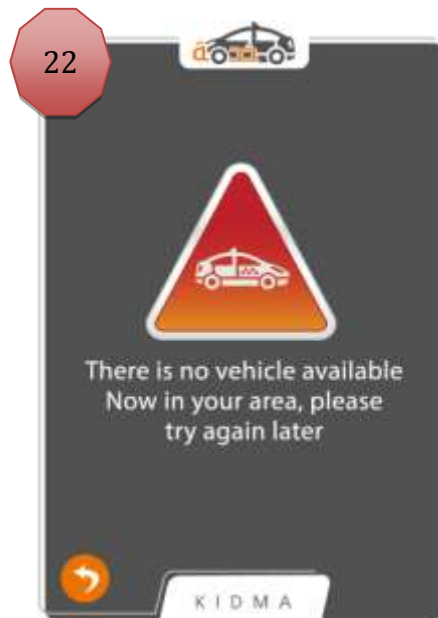
4.3 Control panel design

Control panel is designed to allow the admin to control the system and the backend all of the work between drivers and passengers. Admin can also generate full reports.

First he must login with his username and password from the login page see picture 1. He can also change the interface language from both (English and Arabic).
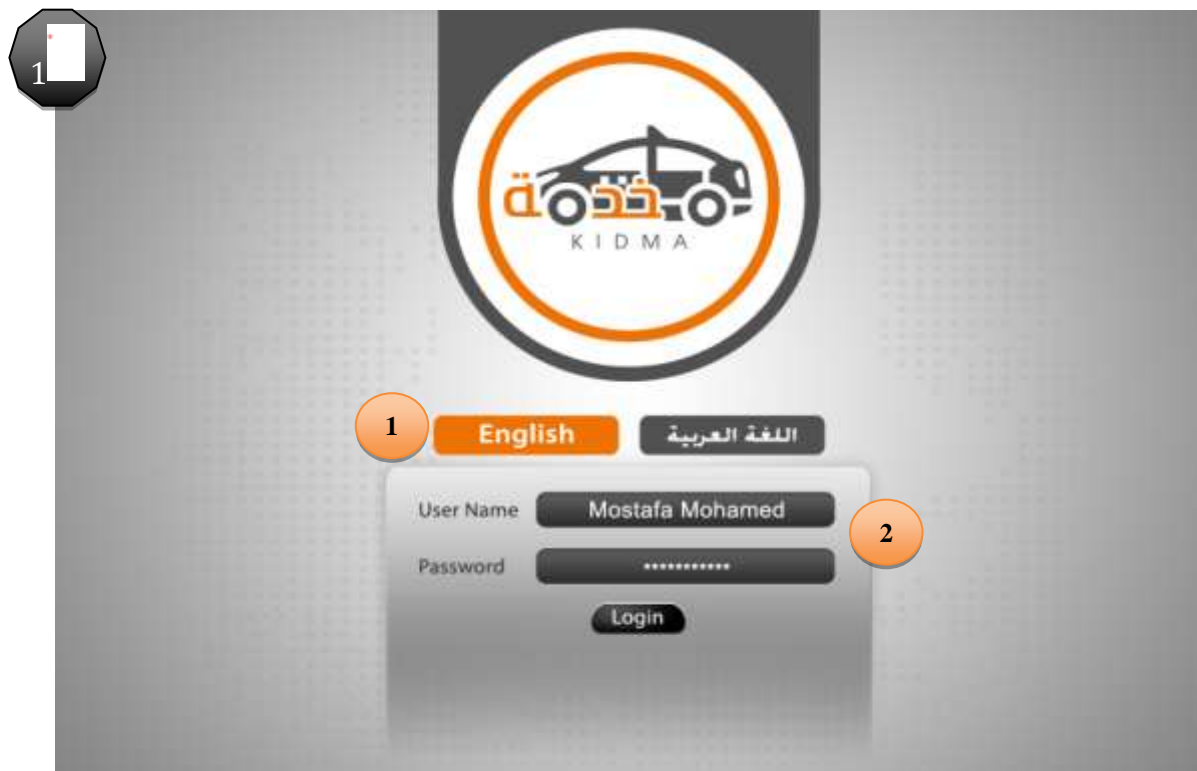
PICTURE 1 content:

1   Language change button to enable the user swap between the English and اللغة العربية.

2   The login information (Username and Password) which will determine the privilege of the user then the system must check the validity of the entered data before login process.

3   The part of saving password to enable the user who working on the system accesses it with easy way till he logout.

After he logged in successfully, the main screen with his assigned privileges will be opened for him see picture 2.
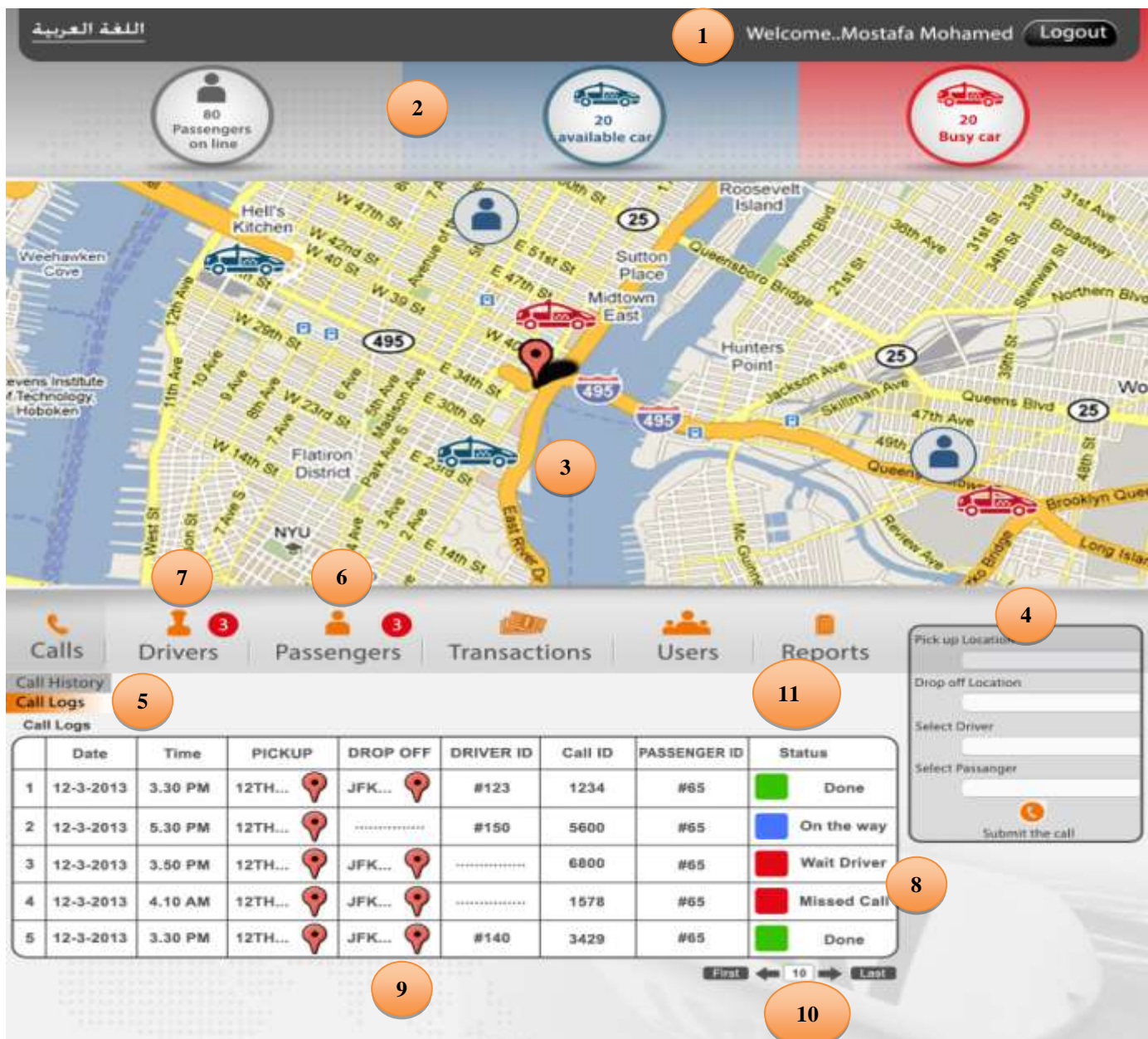
PICTURE 2 content:

1   Admin will see his logged in name and he can change the interface language from these buttons. Also he can log out using log out button. Also he can change the interface language from this panel.

2   A quick review shows admin how many cars are available currently on the system, number of busy cars and total passengers with orders placed all of this will displayed on the map.

3   Admin can scan for all registered drivers and their status (Free or busy) on the map.

4 Add call, helps admin to be add calls for clients in emergency cases or using the call center of the organization. The user ID who makes the call from the control panel will be saved in our database.

5 Call logs show the admin each call with its status and allow admin to assign driver for calls for waiting driver. The call logs will get all the calls happened in last 24 hours.

6 If there is any passenger cancelled twice calls in 24 hours, the system will display notification beside the passengers tab to notify the Web user about those passengers.

7 If there is any driver his rate reaches 3.5 or less, the system will display notification beside the drivers tab to notify the Web user about this driver.

This part added (V2.0)

8 If any call waiting for the driver waits more than 5 minutes, the system will turn this call to missed call.

9 This icon to enable the user to see the address on the map

10 A paging mechanism to enable the user moving between the pages (Each page will contain 25 record).

11 Display the status of calls (Done, on the way, wait driver, Missed call and No show).

This part added (V1.9)

If the user click on the notifications beside the drivers tab, it will direct him to another screen contains all the drivers who's rate less than or equal 3.5 or 70% see picture 3.

This part added (V2.0)

3

| | 80 Passangers Online | | 20 available car | | 50 Busy car | | Welcome admin | Last logging | 13-3-2013 |

| Calls | Drivers | Passangers | Transactions | Users | Reports |

Notifications About Drivers

	DRIVER ID	First name	Last name	Number Of Trips	Rate	Rejecting Trips	Accepted Trips	Cancelled Trips	Remaining amount	Status	
1	#123	ahmed	kamel	65	★★★☆☆ 3.0	23	120	23	2320 SR	Active	
2	#200	ali	ali	47	★★☆☆☆ 2.0	80	150	80	3400 SR	In-Active	
3	#221	ali	ali	120	★★★☆☆ 3.0	2	140	2	4560 SR	In-Active	

EXCEL   Print

PICTURE 3 content:

1   Table that contains all the information about the drivers who's rate less than or equal 3.5 or 70%.

2   The rate marked with red color to get the attention of the Web user to be reviewed.

3   The user can print or export the list of those drivers.

This part added (V2.0)

If the user click on the notifications beside the passengers tab, it will direct him to another screen contains all the passengers who cancels two calls or above in last 24 hours see picture 4.

4

PICTURE 4 content:

1 Table that contains all the information about the passengers and how many calls that he canceled in last 24 hours

2 The cancelled calls marked with red to get the attention of the User to be reviewed.

3 The user can print or export the list of those passengers.

When the user Choose the call history from the Calls menu list, it will open the search page of call history that enable the user to view all the call history see picture 5.

PICTURE 5 content:

1 Search fields to enable the user search for any call inside the call history. It contains all the calls history except the last 24 hours calls (Which recorded in the Call Logs).

2 This is the results of the search 3 calls with its details, displayed in most recent order.

3 This is the timing icon, to enable the user view all the timing of the call (Time when the driver accept the call, Time of pick-up, time of start trip and time of End trip).

4 The user can export the founded results to Excel sheet and save it or print the screen using these buttons.

5 A paging mechanism to enable the user moving between the pages (Each page will contain 25 record).

When the user press of the driver list, it will contain (Search Drivers, Add Drivers and Waiting for Approval) he can search for drivers by choosing the search drivers item from the list <mark>see picture 6</mark>.

PICTURE 6 content:

1   Search fields to enable the user search for driver with his information or by his status.

2   This is the results of the search 3 drivers found match the search criteria with their details. Note that the driver ID is linkable to the showing information page for that driver.

3   This is the comments icon enable the user to view the rating and comments given to that driver from all the passengers.

4   The user can export the founded results to Excel sheet and save it or print the screen using these buttons.

Note:
1- The number of trips = Rejected trips + Accepted trips
2- If the driver is inactive, the application will prevent the driver from login with a message "You are not member in the application any more. Please contact your provider."

3- The entered driver can't be deleted from the system.

If the user choose Add driver item from the driver menu list, the following screen will be opened see picture 7.

PICTURE 7 content:

1 Fields to enter all the information related to the driver. All data mandatory except (APT, Zip Code and the last question)

2 By default and in case adding new driver the status will be active.

3 From those buttons the user can add the new driver information to be active and accepted inside the system or Cancel all entered data.

Note:
1- By default the (First Name, Last Name, Address, Cell Phone and Email) will be added automatically from the Kidma Driver App in case the driver send his application and accepted from the waiting Approval List.

2- If the driver license will be expired soon, a notification message will be displayed to the admin to notify him.

If the user click on any ID for any founded driver he can access now the driver information in showing mode (Just read it) see picture 8.

PICTURE 8 content:

1   The driver's information that recorded before

2   The status of the driver inside the system

3   From that button the user can edit the driver's information.

4 After adding the new driver, the system generates Driver ID automatically then that ID will never change for that driver and it will send the login information (With automatic generated password) to the driver email.

If the user click on Edit button to edit the driver's information, the system will direct him to the Edit driver screen see picture 9.

PICTURE 9 content:

1 All the fields will be open to be editable only (Driver ID, Date of Birth, Driver License No, Email and Joined date) are not editable.

2 From those buttons, the user can activate the driver or inactivate but it is mandatory to Enter the date and Reason for the inactivation.

3 From that button the user can save the edited information or cancel what he enter without saving.

The sub-admin can see the waiting applications for the drivers and accept or reject the drivers see picture 10.

Kidma Company will contact driver to complete the application if any information is missing or extra information is needed.
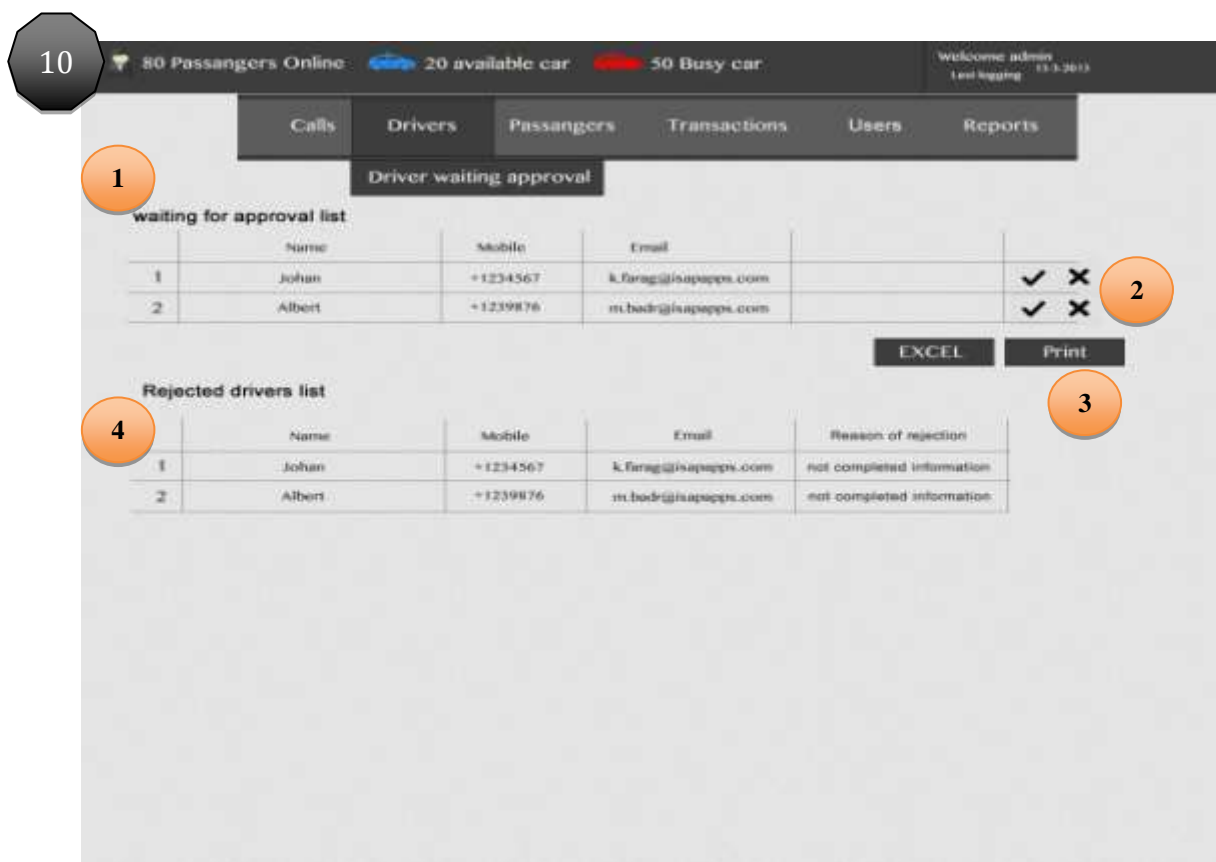
PICTURE 10 content:

1 Display the waiting approval list of the drivers who sent their application using Kidma Driver App.

2 From those buttons, the user can Accept the driver then the system will open the Add driver page with (First name, Last name, Cell Phone, Address and Email)fields filled.

3 From that button the user can export the waiting list in excel sheet or print this list.

4 The second part of this screen is the rejected drivers list, when the user rejects the driver, he still can see his information in the rejected list with reason of rejection (This is a mandatory field to be entered).

With Passenger menu list (Add Passenger and Search Passengers) the user can treat with the passengers' information recorded inside the system. First item in the list Add passenger to add new passenger see picture 11.

PICTURE 11 content:

1   Fields to enter all the information related to the passenger. All data mandatory except (APT and Zip Code)

2   By default and in case adding new passenger the status will be active.

3   From those buttons the user can add the new passenger information in the system to be active or Cancel all entered data.

If the passenger exists already in the system the user can search for it with different search criteria as seen in picture 12.

PICTURE 12 content:

1   Search fields to enable the user search for passenger with his information or by his status.

2   This is the results of the search 3 passengers found match the search criteria with their details.

3   This is the comments icon enable the user to view the rating and comments given to that passenger from all the drivers.

4   The user can export the founded results to Excel sheet and save it or print the screen using these buttons.

5   The user can edit the passenger information by clicking on the edit button beside each passenger row.

When the user press the edit button, the edit passenger page will be opened see picture 13.

PICTURE 13 content:

1 All the fields will be open to be editable only (Passenger ID, Date of Birth and Joined date) are not editable.

2 From those buttons, the user can activate the passenger or inactivate but it is mandatory to Enter the date and Reason for the inactivation.

3 From that button the user can save the edited information or cancel what he enter without saving.

From the transaction tab, the user can see all the information related to the transactions made by charging and deducting driver account see picture 14.

PICTURE 14 content:

1 The user can search for any transaction using those fields or for what entered in specific period using the date from and date to.

2 Display the total founded results to enable the user track what is the number of transactions happened in the entered period.

3 This table shows all the transactions details with the action made by whom.

4

From this button the user can void 3SR deducted by the system after ending of call to the driver (If any problem happened with the driver and need to return the 3SR).

Note:
The button Void once pressed by the user for that transaction, it will not appear again.

5   This transaction appeared without Void button because of this transaction is a charging transaction (Which adds money inside the account of the driver).

6   Using recharge account button, the user can charge the account of the driver using the control panel.

7   Using refund account button, the user can return all the remain amount to the driver or refund part of the amount.

8   From those buttons the user can export the transactions in the results in excel sheet or print this list.

By pressing on Recharge account, the user will be directed to the add transaction page see picture 15.

15

PICTURE 15 content:

1 First the user must enter the driver ID to search for the driver who wants to make a recharge for him.

2 This display a table of matching data (According to he enter as example number 2 inside the Driver ID) contains the name of the driver to be sure that the ID the user searched for is for the desired driver.

3 This radio button to enable the user selects the driver who wants to make the recharge operation for.

4 The user can enter the recharge amount, date and time for that recharge.

5 New balance will be automatically updated after the user enters the recharge amount.

6 From those buttons the user can recharge the driver or cancel the whole operation

After the user pressed Refund account, the system will direct him to the refund account page see picture 16.

16

	Driver ID	Driver Name	Remaining Balance	
1	#123	Ahmed	30 SR	◎
2	#200	Mostafa	30 SR	○
3	#221	Mohamed	30 SR	○

sangers Online   20 available car   50 Busy car   Welcome admin   Last logging   13-3-2013

Calls   Drivers   Passengers   Transactions   Vehicle   Reports

1 Please Enter Driver ID

Search

Remaining amount   30 SR

Refund Amount

New Balance   30 SR

Date

Time

Refund   Cancel

PICTURE 16 content:

1 First the user must enter the driver ID to search for the driver who wants to make a refund for him.

2   This display a table of matching data (According to he enter as example number 2 inside the Driver ID) contains the name of the driver to be sure that the ID the user searched for is for the desired driver.

3   This radio button to enable the user selects the driver who wants to make the refund operation for.

4   The user can enter the refund amount, date and time for that refund process.

5   New balance will be automatically updated after the user enters the refund amount.

6   From those buttons the user can refund the driver or cancel the whole operation.

From the users tab, the system admin can add, edit or search for entered users see picture 17.
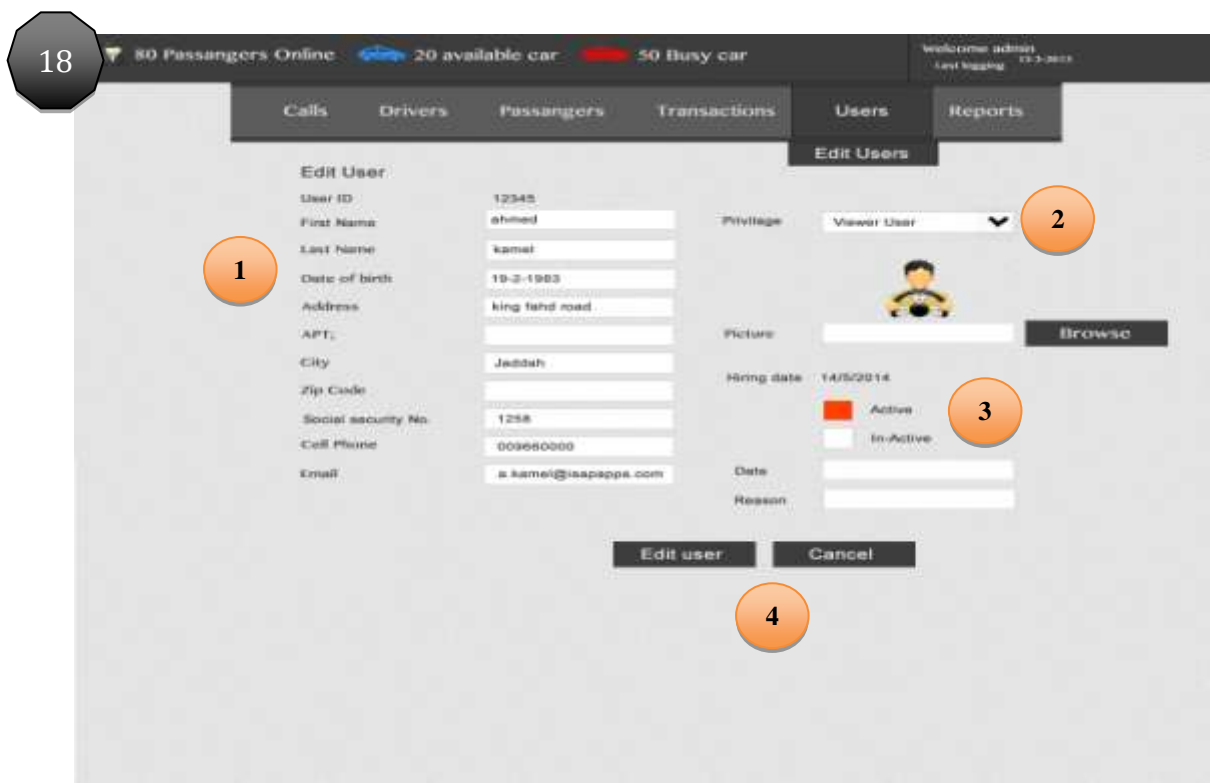

PICTURE 17 content:

1

The system admin can search for users using their IDs, Names, Hiring date, privileges and status (Active or inactive).

2 It displays the total number of founded results matching searching criteria.

3 The system admin also can see the privileges given for each user from the results table.

4 Also he enabled to export all the results found in Excel sheet or print it.

5 System admin can edit the user information or privilege or his status.

When the system admin choose to edit the user's information, the system will direct him to the edit user screen see picture 18.

PICTURE 18 content:

1 The system admin can edit any field inside the users' information except (User ID, Date of Birth and Hiring Date)

2 Also the system admin can change the privilege for the user by choosing one of the defined privilege in the dropdown list.

3 The system admin also can activate or inactivate the user but it is mandatory to enter the date and reason of inactivation.

4 System admin can edit the user information or Cancel this operation.

Also the system admin has the ability to add new user inside the system see picture 19.
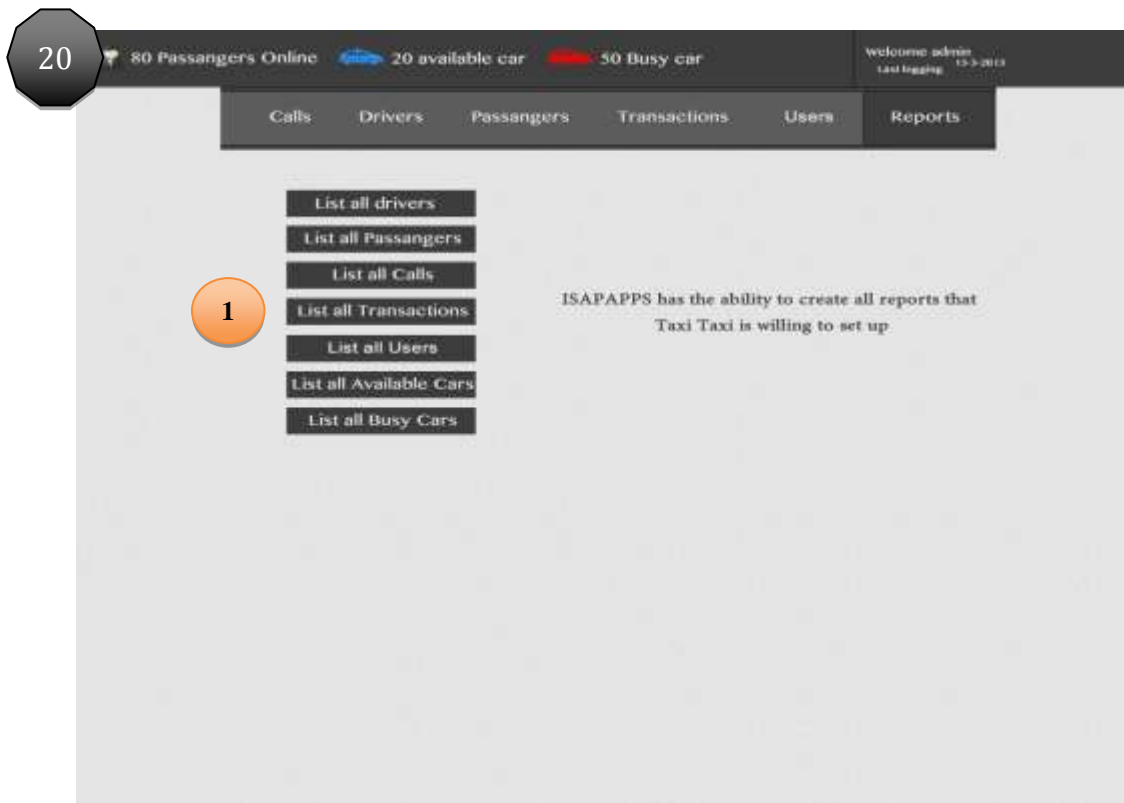

PICTURE 19 content:

1 Fields to enter all the information related to the user. All data mandatory except (APT and Zip Code)

2 By default and in case adding new user the status will be active.

3 From those buttons the system admin can add the new user information in the system to be active or Cancel all entered data.

Note:
1- Once the system admin add new user, he can't delete it after that only he can inactivate it.
2- The privilege dropdown list only contains the following three privilege:

a. Viewer User: This can view only but can't edit or can't enter to the administration screens.
b. Editor User: This can add data or update but can't delete any added item or enter to the administration screens.
c. Sub-admin User: This can delete, activate and inactive (Drivers, Passengers and Users) and refund transactions.
d. System Administrator: This has the full privilege and also there is one system admin for the control panel.

The administrators only can view the reports see picture 20.

PICTURE 20 content:

① Administrators can generate all kind of reports with exporting option to Excel sheet or printing it.