

SpeedyRepair Delivery

Program Workflow

Companies (Web App):

- **Account Management**
 - Create company account with the following information
 - Company Name
 - Email
 - Password
 - Address, Town, City, State, ZIP
 - Can update details above including:
 - Business Photo
 - Upload documents (Business Permits, etc.)
- **Users Management**
 - Create sub-users that can send delivery requests on behalf of the owner of the company. The admin will create username and password
 - Sub-users only have access to these following features:
 - Create a request. See [Book Delivery Service](#)
 - Review the requests they made. See [Booking History](#)
- **Book Delivery Service**
 - Book instant delivery service
 - Provide details of the package to be delivered:
 - Size & Weight Category (Defined by Admin)
 - Fragile/Non-fragile
 - Special Handling Instructions & Notes
 - Delivery Vehicle Type (Defined by Admin)
 - The sub-user who sent the request will also be recorded
 - Provide pick-up and drop-off locations
 - Real-time tracking for the delivery rider's location during the delivery
 - Report delivery rider for review
 - Leave feedback after the task is complete
- **Booking History**
 - Review ongoing/completed/canceled requests
 - Report delivery rider for review

Customers (Web & Mobile App):

- **Login Credentials Synced with the SpeedyRepair Main Application**
 - Users can login on both SpeedyRepair main app and delivery app in a single registration from both
 - Customers may request for delivery from the SpeedyRepair main application and they will be redirected to the book screen of the delivery app without having to log in
- **Account Management**
 - Create account with the following information
 - Firstname & Lastname
 - Email

- Password
 - Address, Town, City, State, ZIP
- Can update details above including:
 - User Photo
- **Book Delivery Service**
 - Book instant delivery service
 - Provide details of the package to be delivered:
 - Size & Weight Category (Defined by Admin)
 - Fragile/Non-fragile
 - Special Handling Instructions & Notes
 - Delivery Vehicle Type (Defined by Admin)
 - Provide pick-up and drop-off locations
 - Real-time tracking for the delivery rider's location during the delivery
 - Report delivery rider for review
 - Leave feedback after the task is complete
- **Booking History**
 - Review ongoing/completed/canceled requests
 - Report delivery rider for review

Delivery Riders:

- **Account Management**
 - Create account with the following information
 - Firstname & Lastname
 - Email
 - Password
 - Address, Town, City, State, ZIP
 - Driver's License (image, front)
 - Vehicle Type (Defined by Admin)
 - Can update details above including:
 - User Photo
 - Upload documents (for extra verification, may the admin needs one)
- **Requests Pool**
 - Can review delivery service requests and accept them
 - Requests that require a bigger delivery vehicle will be ignored
 - Report company accounts/customer for review
- **Tasks History**
 - Review ongoing/completed/canceled tasks

Admininstator:

- **Account Authentication:** Can login
- **Customization:**
 - Taxonomies: Define the types which can be used to make the booking easier. The admin may also define how it affects the delivery fee
 - Size & Weight Categories: L x W x H dimensions, weight in lbs
 - Delivery Vehicle Types
 - Fees: Define fees that will incur in each delivery service. The customers/companies may have different fees.

- App fee
 - Base fee + Distance fee
 - V.A.T
- Request Priority: Define how requests are sorted/prioritized using the criteria below
 - Distance from pick-up
 - Request Pending Time
 - Requests Canceled by riders
- **Users Management**
 - **Companies**
 - Review companies and their delivery requests, upload documents
 - Approve/Decline/Block companies after careful review
 - **Customers**
 - Review customers and their delivery requests
 - Block users after careful review
 - **Delivery Riders**
 - Review delivery riders and the delivery tasks they completed, upload documents
 - Approve/Decline/Block riders after careful review
- **Requests Reporting**
 - Review pending/accepted/started/completed tasks
- **Reports**
 - Review reports sent by company accounts/customers/delivery riders

Technology Stack

Front-End: Ionic + Capacitor Vue Tailwind CSS	Back-End: CodeIgniter 3
Third Party APIs & SDKs: PayPal Mapbox	Database: MySQL Firebase

Time Frame

Sprint 1-2: Project Setup and User Authentication

- **Week 1-2: Project Kickoff**
 - Design prototype wireframe, detailed project workflow, and entity relation diagram.
 - Prepare project environment

Sprint 3-4: Account Management and Customization

- **Week 3-5: User Registration/Authentication & Account Management**

- Implement basic user authentication/registration for Companies, Customers, Delivery Riders.
- Implement updating functionalities for Companies, Customers, and Delivery Riders, including upload documents capabilities
- Allow administrators to manage user accounts.
- Allow company accounts to create sub-users

Sprint 5-6: Customization, Booking Services, and Requests Pool

- **Week 5-6: Customization**
 - Implement taxonomy management panels for easier bookings.
 - Implement configuration panels for configuring fees, and request hierarchy
- **Week 7-8: Booking Services**
 - Begin implementing the delivery service request functionalities
 - Include details such as package size, weight, fragility, special instructions, and vehicle type.
 - Implement real-time tracking.
- **Week 9-10: Requests Pool**
 - Develop the Requests Pool for Delivery Riders to review and accept tasks.
 - Implement criteria for sorting and prioritizing requests based on distance, pending time, and cancellation history.

Sprint 7-8: Task History and Reports

- **Week 11-12: Task History**
 - Allow Delivery Riders to review ongoing/completed/canceled tasks.
 - Enable Users (Companies, Customers) to review their booking history.
- **Week 13-14: Reports**
 - Implement a reporting system for Companies, Customers, and Delivery Riders to report issues during tasks.
 - Allow administrators to review reports and take necessary actions.

Sprint 9-10: Review and Feedback System

- **Week 15-16: Review System**
 - Develop a system for users to review Delivery Riders.
 - Allow Companies and Customers to leave feedback after task completion.
- **Week 17-18: Admin Reviews**
 - Allow administrators to review and manage Companies, Customers, and Delivery Riders.
 - Implement the ability for administrators to approve/decline/block users after careful review.

Sprint 11-12: Final Touches and Testing

- **Week 19-20: Final Touches**
 - Implement any remaining features and refinements.
 - Ensure the system is user-friendly and meets all requirements.
- **Week 21-22: Testing and Bug Fixing**
 - Conduct thorough testing, including unit testing, integration testing, and user acceptance testing.
 - Address any bugs or issues identified during testing.

Sprint 13: Deployment and Launch

- **Week 23-24: Deployment**

- Deploy the web and mobile applications.
- Monitor for any issues post-launch.