Logistics

Software requirements Specification

Version 1.2

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Table of Contents

Contents

Document Control

This following list of people shall receive a copy of this document every time a new version of this document becomes available:

Vendor   :   DevTechnosys

Client   :   NAS Freight Solution Ltd.

Version Control

The following table particularizes changes made between versions of this document:

S. NO.	DATE	VERSION	REMARKS	AUTHOR
1.	12th June 2020	v1.0	First Draft, Initial Requirement Specification	Ankur Gupta, BA
2.	15th June 2020	v1.1	Second Draft, Initial Requirement Specification + feedback	Ankur Gupta, BA
3.	19th June 2020	v1.2	Third Draft, Initial Requirement Specification + feedback	Ankur Gupta, BA

Note: The version control table is not meant to be edited by the client. It is requested to the client to **not** to add his versions in the table.

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Purpose

The purpose of this document is to present a detailed description of the "LOGISTICS (Website & application only)" features. It will explain the purpose and features of the platform, the interfaces of the system, what the system will do and the constraints under which it must operate. This document is intended for the stakeholders, designers and the developers of the system. This document will be the base for confirmation of the delivery of the product as per the original requirements discussed and agreed by both the parties.

Objective

This document is intended to supply sufficient software requirement information to the Client to establish a solid foundation for subsequent software assessment and approval. It also provides

the development team with a basis for on-going application design, and the Quality Assurance team with a basis to form test cases. Appended to this document is the current version of the product requirements, which shall be considered part of the scope of this Software Requirement Specification (SRS).

References

- Document received from the Business Team (Approved by Client)
- Initial meeting with business team
- Communication with the Client
- Feedback from the client

Project Overview

The project will bring together three types-

- Transporters
- Loaders
- Drivers

The loaders will have the ability to post the loads on which the transporters and drivers can bid to get the load. Loaders will have the ability to select the suitable transporter based on the profile, rating and cost of the transporters. Loaders will make the payment as soon as they select and book any transporter however the payment will be on hold until the successful delivery is made and proof of delivery is submitted by the transporter.

The drivers can register to the platform by going through a vetting process by NAS. Once all the details of the drivers are verified they will be activated on the platform and transporters can search and book drivers.

The website and application will be synchronized and have same features. There will be three user interfaces on the App to which users can register for-

- Register As Loader
- Register As Transporter
- Register As Driver

The system will also be available with a web based custom developed admin panel to manage and monitor all user's activities and related stuffs. The admin will be fully authorized person to take any action in favor of the system.

User type:

➢ Loaders:
  - Search vehicles
  - Nearby Transporter
  - Accepts bids
  - Post loads
  - Favorite list
  - Add details of the order
  - Make payment
  - Rate ad review transporters & drivers
  - Manage profile
  - Printing Receipts of payments
  - Add insurance Option
  - Review previous orders and transactions
  - Review current orders pending payment
  - Track delivery (real time)
  - Pay later option
  - Cancel an order

➢ Transporters:
  - Add and manage vehicle details
  - Search loads
  - Bid their rates for transportation
  - Assign, search and manage drivers
  - Rate and review driver
  - Get notified for nearby loaders
  - Payment management(Be able to know unpaid and paid Orders)
  - Booking management(Meaning they should be able to manage their orders status)
  - Manage profile
  - Share real time location(when acting as the driver)
  - Acknowledge pickup and drop off
  - Enquiry form

- ➢ Drivers:
    - ↓ Acknowledge pickup and drop off
    - ↓ Manage profile
    - ↓ Manage bookings
    - ↓ View ratings
    - ↓ Share real time location
    - ↓ Enquiry form

- ➢ Admin:
    - ↓ User management
    - ↓ View reports regarding users, commission
    - ↓ Manage commission
    - ↓ Booking management
    - ↓ Payment management
    - ↓ Template management of CMS pages
    - ↓ Verify users' account (drivers & transporters)

Project Process:

We'll follow the following process for the completion of the project.

S. No.	Stage of Progress	Remarks
1.	Sign Off for SRS	We would freeze all of your requirements through this document so that the development team may plan the code & logic likewise for a speedy completion. Any requirement beyond the SRS after sign off will be considered as a change request and would be charged exclusively.
2.	Project Plan Declaration	As already mentioned, the time promised to you is the total time involved in the development of your project. We'll device a plan sheet approach to complete your project. The project plan includes the entire task list through which a developer will develop the project. We'll give you the start & completion date for every sprint available under your project.

3.	Project Moved to Development Team	After your approval on the Project Plan,we'll proceed to development phase.
4.	Milestone Wise Delivery Plan	This phase emphasizes on implementation of the Milestone Plan as declared and approved by you. System functional requirements will be confirmed with you in parallel with the Plan. The milestones will be delivered after Smoke testing to confirm the functional requirements.
5.	QA Process	After the completion & confirmation on the functionality part of your project, the project will be actively pushed on for Quality Analysis (QA) process. Client will be allowed to test the website/application by him/her before it is fully signed off and released.
6.	Complete Project Sign Off	After the completion of QA Process, we would look forward to receive the confirmation for completion of our Project.
7.	After Sales Support	The day project is signed off; a term of 4 months (120 days) will commence extending after sales support for you.

Note:-

1. Once The SRS gets signed off by the client, all the features, flow and process mentioned will get locked until the deliverance of the project.
2. All images related to this project will be provided by client.
3. The designing team will only work on each screen/page maximum up to 3 times.
4. This Project will be in English only.

Technology

Website will be built using following technologies and platforms:

Development Phases	Tools & Technology
Requirement Analysis, Proposal Drafting, SRS writing	MS Office Word 2010
Design	HTML 5, CSS 3, Photoshop
Admin Panel	Node.js
Website front-end for Loaders, transporters and drivers	Node.js
Application front-end for Loaders, transporters and drivers	Ionic (hybrid app)
Database	MongoDB
Quality Assurance &Testing	Test Cases – MS Office Word 2010 Test Plans – MS Office Word 2010 Testing – Manual Bug Tracking and Reporting/ PM Tool –Zoho

User Interface

The purpose of the project is to create a bridge between Loaders who want to transfer their load from one place to another &transporters who are providing the required service with the help of drivers.

Front-End
- ➢ **Loaders**
- ➢ **Transporters**
- ➢ **Drivers**

Back-End

- ➢ **Admin**

✓ <u>Front End Users:</u>

In front end there will be 3 types of users as mentioned above.

❖ **Loaders**
The loaders will have the ability to post the loads on which the transporters and drivers can bid to get the load. Loaders will have the ability to select the suitable transporterandvehicle type based on the profile, rating and cost of the transporters. Loaders will make the payment as soon as they select and book any transporter however the payment will be on hold until the successful delivery is made and proof of delivery is submitted by the transporter.Loaders should also be able to add additional details of the order to allow smooth delivery process. Loader will have different payment options. They will have an option to includeInsurance. Loaders will receive receipt upon payment and review previous orders. Track their shipment

❖ **Transporters**
The transporters will be able to register themselves, either as an 'individual' or as a 'company' and will go through verification process. After this they will be able to add vehicle details and also bid on various 'posted load requests'. Finally on acceptance of the bid the transporters will be able to assign drivers to them, on the contrary if the transporter is an individual then he will himself act as the driver. Transporter will be able to add Vehicles types, manage drivers, Managing booking (orders) and payment. Transporter should be able to fill in Enquiry form.

❖ **Drivers**

The drivers can register to the platform by going through a sign up and verification process. Once all the details of the drivers are verified they will be activated on the platform and transporters can search and book.

✓ **Backend Users:**

In back end there will be 1 type of user as mentioned above.

❖ **Admin**

(Admin will control & manage the entire platform) Admin will be the controller of the whole system and will be able to manage the website and application from backend. Admin will be provided with his login credentials to access the backend (admin) panel to manage the website.

Deliverables: Website

All the modules below this heading are for 'website' only. This includes both i.e. front end user and back end user.

Deliverables: Website Homepage (Website)

This will be the landing page i.e. as soon as the user will type in the URL of the website he will be redirected to this page. This will be the initial page and common for all the front-end users. This page will be divided into following 3 sections:

1. Header

This will be the top section of the page which further will have the following sections within it:

- **Logo/home:** Clicking on this will redirect the user back to the homepage only.

- **Sign in:** The user will be able to sign in the platform via this section by using the authentic credentials.

- **Sign up as Loader:** The user will be able to sign up the platform via this section, as a **loader**. Clicking on this option will redirect the user to a page having the related fields.

- **Sign up as Transporter:** The user will be able to sign up the platform via this section, as a **transporter**. Clicking on this option will redirect the user to a page having the related fields.

- **Sign up as Driver:** The user will be able to sign up the platform via this section, as a **driver**. Clicking on this option will redirect the user to a page having the related fields.

- **About us:** Via this section the user will be redirected to a new page which will give the detailed information about the platform.

- **Services /Solutions:** This will be a CMS page showing the other services which the website owner offers.

2. Body

This will be the middle section of the page which further will have the following sections within it:

- **Rotating banners:** This section will display the various rotating/ sliding banners, portraying about the features of the website.

- **Customer benefits:** This will display the various benefits that a user will get by using the platform. This will be shown in an **aesthetic** way.

- **How it works:** This will display the instructions as to how to use the website in an **aesthetic** and **short** way.

- **Links to download apps:** Via this section the users will be redirected to respective store i.e. apps store/play store from where they will be able to **download** the apps.

- **Chat support (Free 3rd party API):** The front end users will get the provision to reach out for help via the free 3rd party chat support. Via this section the user will be able to connect with 3rd party helpline support and clarify their doubts. This **won't** be connected to the admin but the 3rd party guys of the selected company. There are plenty of companies who are providing this service, some of which are named as follows:

  o **Zopim**
  o **Intercom**
  o **Zendesk**

Note: Even after the front-end user have logged in, this chat support will be available on their respective interfaces

3. Footer

This will be the bottom section of the page which further will have the following CMS sections within it:

- **Terms and conditions**
- **Contact us**
- **Privacy policy**
- **FAQ**
- **Social media Icons linking to our Accounts**

Deliverables: Front-end-Loaders (Website)

1. Sign up

Via this section the loaders will be able to sign up and create an account on the platform. Clicking on this will redirect the loaders to a new page where he will have to fill the form having the following fields which will finally get him registered.

- **Full Name (mandatory text filed):** In this field the loader will have to write down his full name.

- **Email address (mandatory text filed):** In this field the loader will have to write down his authentic email id which will be verified in the later part of the process.

- **Phone number (mandatory text field):** Via this section the loader will enter his authentic phone number. This will be verified in the later part of the process.

- **Profile picture (Upload field):** Via this section the loader will be able to **upload** his profile picture. Likewise he will also be able to skip it now and then upload it later on from the **'my account setting'**.

- **Permanent address (mandatory text filed):** Here the loader will write down his authentic address i.e.

  - ✓ Street/Road (Not mandatory but should be there)
  - ✓ Building (Not mandatory but should be there)
  - ✓ District (Not mandatory but should be there)
  - ✓ City/Town (mandatory)

  - ✓ County(mandatory)
  - ✓ Country (The country of the user will be detected using the geo location)

- Loader should be able to select User type (Business/ company Would require KRA PIN Number field as mandatory) for Personal user no need of KRA PIN Number but fill ID number and attach Id)

- **Password (mandatory text filed):** Here the loader will have to write down a strong, unique alphanumeric password

- **Confirm password (mandatory text filed):** In this field the loader will have to re-write the exact same password which he wrote in the 'password' field.

- **T&C conditions (mandatory checkbox filed):** Via this field loader will check the T&C box. This will also be clickable i.e. clicking on the T&C field will redirect the user to its respective page. Without checking this box the user won't be able to sign up.

- **Sing up button:** After checking the T&C box the loader will be allowed to sign up. Clicking on sign up button will **redirect** the loader to the next page where his email id & phone number will be verified.

  Note: As soon as the loader clicks on the signup button, the system will ask the user to **share** his geo-location.

- **Phone number verification:** Once the loader clicks on the 'sign up' button, he gets redirected to a new page displaying a message '***Please enter the 4-digit OTP sent on your***

*phone number ********96*', with blank OTP fields, where the user will have to enter the OTP received and then move to the next page.

- ✓ **Resend OTP:** In case the loader does not receive the OTP, then he can resend another one by clicking on 'resend OTP' option

- **Email verification:** Once the loader has verified his phone number, he will be redirected to the next page where he will have to verify his email. On the next page a message will be displayed saying "*A link has been sent to your registered email id. Kindly click on it to verify your email id*", meanwhile a unique link gets sent to the email id mentioned by the loader during the sign up process.

  As soon as the loader clicks on the link, he gets redirected to another page with a message saying "*Your account has been created successfully*" and then gets logged in.

  - ✓ **Resend link:** In case the loader does not receive the email verification link, then he can resend another one by clicking on 'resend link' option.

Note: The fields which have been mentioned as 'mandatory' can't be left blank. If left blank then an error message will be shown and the following field will be highlighted with red color.

Note: The 'password' and 'confirm password' field inputs **must match** each other in real time else it will show an error message the 'confirm password' field will be highlighted with redcolor.

2. Sign in/Login

Once the loader has signed up, he will be able to login the site, by using his authentic login credentials.

- **Sign in using login credentials:** The loader will have to fill out the following fields in order to sign in. The fields are as follows:

  - ✓ **Email id and Mobile number(mandatory text field):** In this field the loader will have to write down his authentic email id.

  - ✓ **Password (mandatory text field):** In this field the loader will have to write down his authentic password.

- ✓ **Remember me (optional checkbox):** By checking this box the loader will not have to type in his credentials again i.e. when next time he visits the website. The credentials will be **pre-filled** and he will just have to click on sign in button.

  Note: In case the loader types in wrong credentials then he will not be able to login and instead will be shown an error message with the above fields highlighted with red color.

- **Forgot password:** In case the loader has forgotten his password, so the loader can click on this option which will redirect the loader to the next page, where he will have to write down his authentic email id and then click on 'next'.

  Clicking on 'next' will redirect the loader to a new page showing the message "*A link has been sent to your registered email id. Kindly click on it to reset your password*", meanwhile a link will be sent on the email id submitted by the loader during the sign up process.

  The loader can also resend the link by clicking on the "resend link" option just below the message. As soon as the loader clicks on the link, he gets redirected to a new page having the following fields:

  - ✓ **New Password**
  - ✓ **Confirm Password**

    Note: n case the loader does not receive the reset link on his email id, he can resend it by clicking on 'resend link' option.

  The loader will also have an option named 'another way'. Via this option the loader will be redirected to another page where he will have to write down the authentic phone number and then click on 'next'.

  Clicking on 'next' will redirect the loader to a new page showing the message "*An OTP has been sent to your registered phone number. Kindly write it in the OTP field below, to reset your password*", meanwhile an OTP will be sent on the phone number submitted by the loader during the sign up process.

  The loader can also resend the OTP by clicking on the "resend OTP" option just below the message. As soon as the loader types in the correct OTP, he gets redirected to a new page having the following fields:

  - ✓ **New Password**
  - ✓ **Confirm password**

    Note: In case the loader does not receive the OTP on his phone number, he can resend it by clicking on 'resend OTP option.

3.   Homescreen (after login)

This page will come soon after the loader has signed in. This page will have the following sections:

- **Header:** The header part will have the following section:

  - ✓ **Logo:** This section will be on the top left corner of the webpage in the header part. Via this section the loader will be redirected to the homepage from any screen.

  - ✓ **Notification:** This section will be on the top right corner of the page. Via this section the loader will receive various notifications on various instances.

    - ➢ Delivery updates or status
    - ➢ Pending payments
    - ➢ Confirm receipt of payment
    - ➢ Order updates (Bids submitted)
      Any message from the company
      <mark>Note: The client can let us know the instances which will trigger the notifications at the **later stage** of the development process.</mark>

  - ✓ **Search motor vehicles:** This will be a search bar placed in the middle of the header part via which the loader will be able to search for motor vehicles.(Explained in detail in the later part of the SRS)

  - ✓ **Hamburger menu:** The hamburger menu will have the following options:

    - ➢ **My Account:** Via this section the loader will be able to view & edit his personal profile information, payment settings and notifications. (Explained in detail in the later part of the SRS)

- ➢ **Posted loads:** Via this section the loader will be able to view all the loads posted by him. These loads will be categorized in 2 sections, which are as follows:
  - ❖ **Full loads**
  - ❖ **Part loads**

- ➢ **Invite friends:** Via this section the loader will be able to share the website's link on various mediums or just directly copy the link **manually** and send it to someone.

- ➢ **Favorite list:** Via this section the loader will be able to view all the transporters that he has added to his favorite list.

- ➢ **My booking:** Via this section the loader will be able to view the list of all the bookings i.e. the list of loads whose transporters have been booked

- ➢ **Feedback:** Via this section the loader will be able to send feedback to the admin, regarding his UX. Clicking on this will redirect the user to a new page where the user will have to write down the **subject** and then **description** of the feedback, before finally submitting it.

- ➢ **Social media pages:** Via this section the user will be able to redirect himself to the platform's various social media pages like **Facebook, twitter, instagram**.

- ➢ **Privacy policy:** Via this section the user will be redirected to the privacy policy page of the platform.

- ➢ **About us:** Via this section the user will be redirected to the about us page of the platform.

- ➢ **Contact us:** Via this section the user will be redirected to another page from where he will be able to fill an **enquiry form** or directly **contact** an authorized person via the provided helpline number.

- ➢ **Logout:** Via this section the loader will be able to logout the platform.

- • **Body:** The body section will have the following sections:

- ✓ **Post a load:** This section will show a **form**, filling which the loader will be able to post the load for the transporters to **bid** on it. (Explained in detail in the later part of the SRS)

- ✓ **Posted loads:** Via this section the loader will be able to keep a **track** of all the posted loads. (Explained in detail in the later part of the SRS)

- ✓ **Nearby transporters:** Via this section the loader will be able to **view the list or slideshow** of all the nearby transporters given the condition the user had given his location permission to the system at the time of signup. If he hadn't, then he will be shown a message saying *'Kindly share your location to see the nearby transporters'* with an option to share the location. Once the user shares the location he will be able to see the nearby transporters.(Explained in detail in the later part of the SRS)

4. Post a load

- Via this section the loader will be able to post a **load enquiry form** which will be visible to the various transporters who in response will be able to **bid** on.

- The load enquiry form will have the following fields:

  - ✓ **Load type (dropdown menu):** Via this field the loader will choose the type of load which will be apt for his consignment. He will be able to choose out of the following options, from the dropdown menu:

    - ➢ **Full loads:** The loader will choose this option when he would want to have a dedicated transportation medium for his consignment, solely carrying his load only.

    - ➢ **Half loads:** The loader will choose this option when he would **not** want to have a dedicated transportation medium for his consignment, solely carrying his load only and rather will like to share the transport with someone else.

  - ✓ **Source (Google auto fill):** Via this section the loader will set the pin location from where the load is to be **picked up**.

  - ✓ **Destination (Google auto fill):** Via this section the loader will set the pin location to where the load is to be **dropped off**.

  - ✓ **Material (dropdown menu):** Via this section the loader will select the type of material that he is willing to transport.

✓ **Weight (textbox):** In this field the loader will type in the weight of the load.

✓ **Motor vehicle type (dropdown menu):** Via this section the loader will select the type of vehicle that he is willing to have for the transportation.

✓ **Date (date picker):** Via this section the loader will **select the date** using a date picker, on which he would want the load to be picked up by the transporter or driver.

✓ **Number of vehicles (Text):** Via this section the loader will set the **number of vehicles** that he would want for the transportation of his consignment.

✓ **Additional optional fields to be filled**
  ➢ Such as any instructions to the driver and transporter
  ➢ Reference Number (addenda)

✓ **Insurance (optional checkbox):** Via this section the loader will be able to check this box and **add insurance** to his booking by paying extra. Also the loader will be able to view the policy by clicking on **'insurance policy'** option just below the checkbox. Checking the box will open up certain fields (to be provided by the client) which the user will have to fill in and on the basis of the input the premium amount will be auto calculated (the calculation algorithm is to be provided by the client) and added to the final payable amount.

Note: We have agreed to client's request of him providing the **algorithm** and **fields** of this feature at a **later stage** of the development process.

Note: this feature will be a free one and will solely be based on the algorithm and fields provided by the client and **not** some 3rd party API.

- After the loader has filled the enquiry form, he will be able to **submit** it and the various transporters will be able to **review the enquiry** and then post their **bid** on it.

- The loader will receive all the bids from various transporters and then finally on finding a good offer the loader will **book** a particular transporter who is fitting best in his budget.

- The loader will also be able to visit the transporter's profile by clicking on the name and check his **review and rating**.

- Soon after booking the loader will have to make the necessary **payments**which will be transferred to the admin first and then to transporter after deduction of admin's commission. The loader will be able to make payments via various methods explained in the later part of the SRS.

Note: The loader will **receive notifications** for each quote/bid received.

Note: The payment will be transferred to the transporter only after the loader has received the proof of delivery, until then it will be kept with the admin.

5. Payments

- Soon after the booking the loader will have to make the **necessary payments**.

- The loader will be able to make payments in the following 4 ways:

  - ✓ **COD (cash on delivery):** If the loader chooses this method then the driver will be **paid in cash** at the time delivery of the load at the given location.

    Note: The admin will receive his commission from the transporter, **outside the platform**, in case of COD.

  - ✓ **Airtel money:** If the loader chooses this method then he will have to pay to the admin using the airtel money. Choosing this method, will automatically display the information regarding the admin's **pay bill number** and **instructions**. The user will have to pay outside the platform.

  - ✓ **MPESA (API):** On choosing this method the loader will be able to pay via the **integrated API**, where he will have to link his account and then make the payments.

  - ✓ **Ipay (visa and master cards only):** On choosing this method the loader will have to add his visa or master card and then make the necessary payment.

- After the loader has made the payment he will be able to **view and print** the receipt in PDF format.

6. Posted loads

- Via this section the loader will be able to keep **track** of all the loads that he has posted and had posted in the past.

- Clicking on any one load will redirect the loader to the **detailedpage** of the same. The detailed page will also show all the **offers/quotes** made by various transporters.

- Further the loader will also be able to **make changes (edit)** in the load enquiry form or even **delete** a particular load enquiry, given the condition that the loader has **not booked** any transporter yet.

- In case the list of posted loads is too long then the loader will also be able to **filter** the lost on the basis of:

  - ✓ **Date range (date picker):** The loader will be able to set the date range.
    - ➢ From
    - ➢ To
  - ✓ **Load type**
  - ✓ **Material type**
  - ✓ **Motor vehicle type**

7. Search motor vehicle

- Via this section the loader will be able to directly search the motor vehicles by typing in **specific keywords**. The list will show basic details of the motor vehicle like:
  - ✓ Motor Vehicle type
  - ✓ Vehicle number
  - ✓ Weight it can carry
  - ✓ Transporter's name

- The list will also show the **transporter's name**. The name will be clickable i.e. clicking on the transporter's name will redirect the loader to his profile page where he can view the **ratings and reviews** received.

- Further the loader will also be able to **filter** the list on the basis of

  - ✓ **Load type**
  - ✓ **Material type**
  - ✓ **Motor vehicle type**

- The loader will then also be able to select a particular motor vehicle and then submit his enquiry directly (explained in point 4).

- The transporter will receive the notification for the enquiry and then he will read it and provide the best price to the loader. The loader will then **book** the respective transporter directly if he fits in his budget and further make the necessary payments.

8. Nearby transporters

- On the home page the loaders will be able to see a section named as 'nearby transporters', on the **body section** of the page.

- Via this section the loader will be able to **view the list or slideshow** of all the nearby transporters given the condition the user had given his location permission to the system at the time of signup. If he hadn't, then he will be shown a message saying *'Kindly share your location to see the nearby transporters'* with an option to share the location. Once the user shares the location he will be able to see the nearby transporters.

- Further the loader will be able to send load enquiry forms to them by clicking on **'send load enquiry'**. The rest of the procedure will be similar to what has been explained in point 7.

9. My bookings

- Via this section the loaders will be able to **view** the list of loads for which the transporters have been booked.

- Further the loader will also be able to **filter** the list on the basis of:

  - ✓ **Date range (date picker):** The loader will be able to set the date range.
    - ➢ From
    - ➢ To
  - ✓ **Load type**
  - ✓ **Material type**
  - ✓ **Motor vehicle type**

- The loaders will also be able to **cancel the order** until the transporter/driver starts the journey only. Once the journey gets started, the order **won't** be cancellable. On clicking on the 'cancel order' option a pop up would appear asking the loader for confirmation. On confirming the cancellation the admin will get notified about it and then he will contact the loader **outside the platform** for refund process.

- As soon as the driver/transporter will start the journey the loader will be able to **track** the real time movement of the driver via the **Google maps** incorporated in his application interface.

10. Favorite list

- Via this section the loader will be able to **view** all the transporters which were added in the favorites list by the loader himself.

- Via this section the loader will get the provision to **directly send** the load enquiry to his favorite transporter instead of searching or his profile again and again.

11. Rate and review module

The loaders will be able to **rate & review** the transporter and driver on the basis of their experience with them after each order delivery. The loaders will be able to:

- **Give ratings between 1 to 5 star**

- **Add experience by writing a review**

12. My account

The loader will get the following options via my account option from hamburger:

- **Account setting:** Via this section the loader will be able to:

  - ✓ **View personal information:** The loader will be able to view his personal information which will include the following fields:

    - ➤ Full name (Non-Editable)

    - ➤ Profile picture (editable)

    - ➤ Email address (Editable): Link verification is

    - ➤ Phone number (Editable): OTP verification is required

    - ➤ Permanent address(Editable)

    - ➤ Id photo and number (non-editable)

    - ➤ Password (Editable): In case the loader wants to change his password, then he can do that via this section by filling the following fields:
      - ❖ Old password
      - ❖ New password
      - ❖ Confirm password
      - ❖ Submit

      Note: The client is supposed to let us know which of the above mentioned fields does he want to be editable and which ones non-editable. By this I meant, the client needs to tell us the fields which he would want the loader to be able to **change/update/edit** later on from the 'my accounts' section. The client can let us know about this in the later stage of the development process.

- **Notification setting:** Via this section the loader will be able to turn **on/off** notifications for

  - ✓ **Email**

- ✓ **Push notification**

- **Payment setting:** Via this section the loader will be able to manage payment related settings like:

  - ✓ Add new visa/MasterCard (Ipay) or MPESA account

  - ✓ Edit existing visa/MasterCard (Ipay) or MPESA account

  - ✓ Remove existing visa/MasterCard (Ipay) or MPESA account

  - ✓ **Pay later option:** The loaders will get an option to pay later in the 'payment settings' option. As soon as the loader clicks on this option a pop up appears, where the user will have to select the number of days after which he will be willing to pay. After selecting the days the loader will select submit option. Clicking on submit will open a pop up saying *'Your request has been sent to admin for approval'*. The admin will get notified about this request and will get to accept or reject it. On acceptance the loader will get notified about it. Then for any particular order, the loader will be allowed to make the payment after the selected days, **outside the platform** to the admin. And the admin will just change the status of that order from 'unpaid' to 'paid', after   receiving   the   money. The admin and the loader both will have the option to **undo** the feature from their respective   interfaces.

    Note: The pop up messages have been drafted just for your understanding of the flow. It will be **changeable** in the later stage of the project development process.

Also the loader will be able to view the history of the payments and further **sort** it on the basis of:

  - ✓ Latest

  - ✓ Oldest

Deliverables: Front-end-transporters (Website)

1. Sign up

Via this section the transporter will be able to sign up and create an account on the platform. Clicking on this will redirect the transporter to a new page where he will have to fill the form having the following fields which will finally get him registered.

- **Full name of transporter (mandatory text filed):** In this field the transporter will have to write down his full name.

- **Full name of Transporter Company (mandatory text filed):** In this field the transporter will have to write down his company's full name.

- **Permanent office address (mandatory text filed):** Here the transporter will write down his authentic address i.e.

    - ✓ District (Not mandatory but should be there)
    - ✓ City /Town (mandatory)
    - ✓ County (mandatory)
    - ✓ Country (This will detected using geo location)

- **Profile picture (optional):** Via this section the transporter will be able to upload his profile picture. He will also have the option to **skip** this at the time of signup and then do it later on.

- **Phone number (mandatory text field):** Via this section the transporter will enter his authentic phone number. This will be verified in the later process.

- **Number of motor vehicles (mandatory text filed):** Here the transporter will write down the number of vehicles that he is in possession of.

- **Transporter's license number (mandatory text filed):** Here the transporter will write down his authentic license number.

- **Bank details or Payment details (mandatory text filed):** Here the transporter will add his bank details like, **account number, IFSC code, bank branch name or MPESA/Airtel Paybill number**, which will be used by the admin to transfer money to the transporter's account.

- Transporter should be able to select User type (Business/ company Would require KRA PIN Number field as mandatory) for Personal user no need of KRA PIN Number but fill ID number and attach Id)

- **Email address (mandatory text filed):** In this field the transporter will have to write down his authentic email id which will be verified in the later part of the process.

- **Password (mandatory text filed):** Here the transporter will have to write down a strong, unique alphanumeric password

- **Confirm password (mandatory text filed):** In this field the transporter will have to re-write the exact same password which he wrote in the 'password' field.

- **T&C conditions (mandatory checkbox filed):**Via this field transporter will check the T&C box. This will also be clickable i.e. clicking on the T&C field will redirect the user to its respective page. Without checking this box the user won't be able to sign up.

- **Sing up button:** After checking the T&C box the transporter will be allowed to sign up. Clicking on sign up button will **redirect** the transporter to the next page where his email id & phone number will be verified.

  Note: As soon as the transporter clicks on the signup button, the system will ask the user to **share** his geo-location.

- **Phone number verification:** Once the transporter clicks on the 'sign up' button, he gets redirected to a new page displaying a message '***Please enter the 4-digit OTP sent on your phone number ********96***', with blank OTP fields, where the user will have to enter the OTP received and then move to the next page.

  - ✓ **Resend OTP:** In case the transporter does not receive the OTP, then he can resend another one by clicking on 'resend OTP' option

- **Email verification:** Once the transporter has verified his phone number, he will be redirected to the next page where he will have to verify his email. On the next page a message will be

displayed saying "*A link has been sent to your registered email id. Kindly click on it to verify your email id*", meanwhile a unique link gets sent to the email id mentioned by the transporter during the sign up process.

As soon as the transporter clicks on the link, he gets redirected to another page with a message saying "***Your account has been created successfully and will be activated shortly, after the admin has verified it. You will be notified about it via the email provided by you***".

- ✓ **Resend link:** In case the transporter does not receive the email verification link, then he can resend another one by clicking on 'resend link' option.

Note: Once the transporter has submitted this info, the admin will receive an alert about a new transporter account request. Admin will check the details; get in touch with the transporter for verification and validation purpose. Once validated, the admin will activate transporter's account on the website.

Note: The fields which have been mentioned as 'mandatory' can't be left blank. If left blank then an error message will be shown and the following field will be highlighted with red color.

Note: The 'password' and 'confirm password' field inputs must match each other in real time else it will show an error message the 'confirm password' field will be highlighted with red color.

2. Sign in/Login

Once the transporter has signed up and his account has been activated by the admin after all the verifications, he will be able to login the site, by using his authentic login credentials.

- **Sign in using login credentials:** The transporter will have to fill out the following fields in order to sign in. The fields are as follows:

  - ✓ **Email id (mandatory text field):** In this field the transporter will have to write down his authentic email id.

  - ✓ **Password (mandatory text field):** In this field the transporter will have to write down his authentic password.

  - ✓ **Remember me (optional checkbox):** By checking this box the transporter will not have to type in his credentials again i.e. when next time he visits the website. The credentials will be **pre-filled** and he will just have to click on sign in button.

Note: In case the transporter types in wrong credentials then he will not be able to login and instead will be shown an error message with the above fields highlighted with red color.

- **Forgot password:** In case the transporter has forgotten his password, so the transporter can click on this option which will redirect the transporter to the next page, where he will have to write down his authentic email id and then click on 'next'.

Clicking on 'next' will redirect the transporter to a new page showing the message "***A link has been sent to tour registered email id. Kindly click on it to reset your password***", meanwhile a link will be sent on the email id submitted by the transporter during the sign up process.

The transporter can also resend the link by clicking on the "resend link" option just below the message. As soon as the transporter clicks on the link, he gets redirected to a new page having the following fields:

- ✓ **New Password**
- ✓ **Confirm password**

   Note: In case the transporter does not receive the reset link on his email id, he can resend it by clicking on 'resend link' option.
The transporter will also have an option named 'another way'. Via this option the transporter will be redirected to another page where he will have to write down the authentic phone number and then click on 'next'.

Clicking on 'next' will redirect the transporter to a new page showing the message "***An OTP has been sent to your registered phone number. Kindly write it in the OTP field below, to reset your password***", meanwhile an OTP will be sent on the phone number submitted by the transporter during the sign up process.

The transporter can also resend the OTP by clicking on the "resend OTP" option just below the message. As soon as the transporter types in the correct OTP, he gets redirected to a new page having the following fields:

- ✓ **New Password**
- ✓ **Confirm password**

   Note: In case the transporter does not receive the OTP on his phone number, he can resend it by clicking on 'resend OTP option.

3. Homescreen (after login)

This page will come soon after the transporter has signed in. This page will have the following sections:

- **Header:** The header part will have the following section:

  ✓ **Logo:** This section will be on the top left corner of the webpage in the header part. Via this section the transporter will be redirected to the homepage from any screen.

  ✓ **Notification:** This section will be on the top right corner of the page. Via this section the transporter will receive various notifications on various instances.

  ➢ **Nearby loads**
  ➢ **Status of submitted bids**
  ➢ **Payment notification from NAS**
  ➢ **Delivery status**
  ➢ **Loads status**
  ➢ **Message from NAS Freight**
  ➢ **Any instance can be added later on during development**
  Note: The client can let us know the instances which will trigger the notifications at the **later stage** of the development process.

  ✓ **Search Loads:** This will be a search bar placed in the middle of the header part via which the transporter will be able to search for loads. (Explained in detail in the later part of the SRS)

  ✓ **Hamburger menu:** The hamburger menu will have the following options:

  ➢ **My Account:** Via this section the transporter will be able to view & edit his personal profile information, payment settings and notifications. (Explained in detail in the later part of the SRS)

  ➢ **Manage vehicles:** Via this section the transporter will be able to view all the vehicles added/posted by him and also add/post a new vehicle. He will get the following 2 options:
  ❖ **Add/post a vehicle**
  ❖ **Added/posted vehicles**
  (explained in detail in the later part of SRS)

➢ **Manage drivers:** Via this section the transporter will be able to manage his drivers and also search for new drivers registered in the platform.
  ❖ **Search drivers**
  ❖ **My drivers**
  (explained in detail in the later part of SRS)

➢ **My bookings:** Via this section the transporter will be able to view all of his bookings with various loaders. (explained in detail in the later part of SRS)

➢ **My enquiries:** Via this section the transporter will be able to view all the received enquiries from loaders and would further be able to send **bids** to them.

➢ **Invite friends:** Via this section the transporter will be able to share the website's link on various mediums or just directly copy the link **manually** and send it to someone.

➢ **Feedback:** Via this section the transporter will be able to send feedback to the admin, regarding his UX. Clicking on this will redirect the user to a new page where the user will have to write down the **subject** and then **description** of the feedback, before finally submitting it.

➢ **Social media pages:** Via this section the user will be able to redirect himself to the platform's various social media pages like **Facebook, twitter, instagram**.

➢ **Privacy policy:** Via this section the user will be redirected to the privacy policy page of the platform.

➢ **About us:** Via this section the user will be redirected to the about us page of the platform.

➢ **Contact us:** Via this section the user will be redirected to another page from where he will be able to fill an **enquiry form** or directly **contact** an authorized person via the provided helpline number.

➢ **Logout:** Via this section the transporter will be able to logout the platform.

• **Body:** The body section will have the following sections:

✓ **Post/add a vehicle:** This section will show a **form**, filling which the transporter will be able to post a vehicle for the transporters. (Explained in detail in the later part of the SRS)

✓ **Nearby loads:** Via this section the transporter will be able to **view the list or slideshow** of all the nearby loads given the condition the user had given his location permission to the system at the time of signup. If he hadn't, then he will be shown a message saying *'Kindly share your location to see the nearby transporters'* with an option to share the location. Once the user shares the location he will be able to see the nearby loads. (Explained in detail in the later part of the SRS)

✓ **My/Received enquiries:** Via this section the transporter will be able to view the various received enquiries which the loaders have sent to them. This will be in a slideshow manner with an option of 'view all', clicking on which will show the complete list of enquiries. With each enquiry the transporter will also have the option to send **bid/quotation** to the loader.

✓ **My rating and reviews:** Via this section the transporter will be able to view all the ratings and reviews received by various loaders.

4. Manage vehicles

- Via this section the transporters will be able to **add new vehicles** to their account and also **manage** the already added vehicles.

- **Post a vehicle:** Via this section the transporter will be able to post/add a new vehicle to the platform and also to his account. He will be able to do it by filling from having the following fields:

  ✓ **Vehicle number (text field):** In this field the transporter will type in the authentic vehicle number.

  ✓ **Weight capacity (text field):** In this field the transporter will type in the weight that the vehicle can carry. The unit will be in dropdown and will be able to select from 3 options i.e. tonne/g/kg.

- ✓ **Motor vehicle type (Dropdown field):** In this field the transporter will choose the motor vehicle type from the given options in the dropdown menu.

- ✓ Mandatory to attach valid Insurance sticker

- ✓ Attach Logbook or Vehicle registration

- After the transporter has added the vehicle, it will start appearing in the **added/posted vehicles** section, from where he can **edit, delete** the added vehicles.

5. Search loads

- Via this section the transporter will be able to search for loads by typing **specifickeywords**. The list will show basic details of the load like:
    - ✓ **Load type**
    - ✓ **Material type**
    - ✓ **Vehicle type required**
    - ✓ **Weight**
    - ✓ **Number of vehicles required**
    - ✓ **Loader's name**
    - ✓ **To and from**

- Further the Transporter will also be able to **filter** the list on the basis of

    - ✓ **Load type**
    - ✓ **Material type**
    - ✓ **Motor vehicle type**

- The transporter will then also be able to select a particular load and then submit his **bid** directly. The transporter will be able to submit the **bid/quotation** by filling a form, having the following fields:
    - ✓ **Per weight (tonne/Kg/g) or just provide total amount**
    - ✓ **Per Distance in KM (From location to location) or just provide total amount**

- The loader will receive the notification for the quotation and then he will read it and review it. The loader will then **book** the respective transporter directly if he fits in his budget and further make the necessary payments.

6. My bookings

- Via this section the transporters will be able to **view** the list of all the bookings.

- As soon as the transporter's bid gets accepted he will move forward to **assign a driver**. There will be 2 cases:

  - ✓ **Transporter assigning driver via computer system:** In case the transporter is assigning the driver from his computer system then a pop up message will be shown saying *'[driver's name] will have to open the app to start the journey and activate his real time tracking for the loader to track the movement '*. And the driver will get the 'start journey' and 'stop journey' activated in his interface for the mobile application.

    In case the transporter assigns himself as the driver from his computer system by selecting 'me/myself' option from the dropdown then another pop-up will be displayed saying *'You will have to open the app to start the journey and activate your real time tracking for the loader to track the movement '*. And the transporter will get the 'start journey' and 'stop journey' activated in his interface for the mobile application.

  - ✓ **Transporter assigning driver via application:** In case the transporter is assigning the driver from his application then a pop up message will be shown saying *'[driver's name] will have to open the app to start the journey and activate his real time tracking for the loader to track the movement '*. And the driver will get the 'start journey' and 'stop journey' activated in his interface for the mobile application.

    In case the transporter assigns himself as the driver from his application by selecting 'me/myself' option from the dropdown then another pop-up will be displayed saying *'You already have the app opened. Kindly start the journey and activate your real time tracking for the loader to track the movement '*. And the transporter will get the 'start journey' and 'stop journey' activated in his interface for the mobile application.

Note: As soon as the driver/transporter will start the journey the loader be able to track the real time movement of the driver via the Google maps incorporated in his application interface.

Note: The pop up messages have been drafted just for your understanding of the flow. It will be **changeable** in the later stage of the project development process.

7. Manage drivers

Via this section the transporter will manage the drivers in the following 2 ways:

- **Search drivers:** Via this section the transporter will be able to search for drivers who are registered on the platform by typing their names. On finding a suitable driver's profile the transporter will be able to send him a booking request by sharing the load enquiry with him i.e. clicking on **'Book now'** option will open a pop up showing the following 3 fields:
  - ✓ **Choose booking:** From here the transporter can select the particular load booking for which he wants to book the driver.

  - ✓ **Amount:** Here the transporter will write down the amount that he is willing to pay to the driver.

  - ✓ **Send request:** Finally after filling the above 2 fields the transporter will be able to send request to the driver and on the other hand the driver will get to **accept** or **reject** the request. On accepting the request the respective driver will be added in the dropdown menu of **'assign driver'** option.

- **Add a driver:** Via this section the transporter will be able to add his own drivers, who work for him. He will get the following field:

  - ✓ **Email id of driver:** In this field the transporter will have to type in the **authentic email id** of the driver. If the driver is already registered on the website by the same id, then it will be displayed in advance and the transporter will be able to add him to his list.
    Otherwise if the email id is not registered on the platform then the transporter will be able to send an invitation link on the same id. Clicking on the link will redirect the driver to the signup page of the website where he will have to **register** himself and then only the driver will be added to the list.

  - ✓ **Phone number of driver:** In this field the transporter will have to type in the **authentic phone number** of the driver. If the driver is already registered on the website by the same number, then it will be displayed in advance and the transporter will be able to add him to his list.
    Otherwise if the phone number is not registered on the platform then the transporter will be able to send an invitation link on the same number. Clicking on the link will redirect the driver to the signup page of the website where he will have to **register** himself and then only the driver will be added to the list.

8. Nearby loads

- Via this section the transporter will be able to **view the list or slideshow** of all the nearby loads given the condition the user had given his location permission to the system at the time of signup. If he hadn't, then he will be shown a message saying *'Kindly share your location to see the nearby transporters'* with an option to share the location. Once the user shares the location he will be able to see the nearby loads.

- Further the transporter will be able to **view** all the nearby load enquiries and then send them **bids/quotation** as well.

- After reviewing the quotation the loader will **book** the transporter and make the necessary payments.

- Whenever a nearby loader will post a load, all the nearby transporters will get **notified** about it.

9. Rate and review module

The transporters will be able to **rate & review** the drivers on the basis of their experience with them after each order delivery. The transporters will be able to:

- **Give ratings between 1 to 5 star**

- **Add experience by writing a review**

10. My account

The transporter will get the following options on the dashboard:

- **Account setting:** Via this section the transporter will be able to:

  - ✓ **View personal information:** The transporter will be able to view his personal information which will include the following fields:

- ➢ Full Name (Non-Editable)

- ➢ Full company name (Non-Editable)

- ➢ Email address (Editable): <mark>Verification required</mark>

- ➢ Phone number (Editable): <mark>Verification required</mark>

- ➢ Profile picture (Editable)

- ➢ Permanent address (Editable)

- ➢ Transporter's license number (Non-Editable)

- ➢ Number of motor vehicles (Editable)

- ➢ Password (Editable): In case the transporter wants to change his password, then he can do that via this section by filling the following fields:
  - ❖ Old password
  - ❖ New password
  - ❖ Confirm password
  - ❖ Submit

<mark>Note: The client is supposed to let us know which of the above mentioned fields does he want to be editable and which ones non-editable. By this I meant, the client needs to tell us the fields which he would want the transporter to be able to **change/update/edit** later on from the 'my accounts' section. The client can let us know about this in the later stage of the development process</mark>

- **Notification setting:** Via this section the transporter will be able to turn **on/off** notifications for

  - ✓ **Email**

  - ✓ **Push notification**

- **Bank information:** Here the transporter will **add/edit/remove** his bank details like, **account number, IFSC code, bank branch name**, MPESA or Paybill number which will be used by the admin to transfer money to the transporter's account.

Deliverables: Front-end-driver (website)

1. Sign up

Via this section the driver will be able to sign up and create an account on the platform. Clicking on this will redirect the driver to a new page where he will have to fill the form having the following fields which will finally get him registered.

- **Full name of driver (mandatory text filed):** In this field the driver will have to write down his full name.

- **Profile picture (optional):** Via this section the driver will be able to upload his profile picture. He will also have the option to **skip** this at the time of signup and then do it later on.

- **Phone number (mandatory text field):** Via this section the driver will enter his authentic phone number. This will be verified in the later process.

- **Driving license number (mandatory text filed):** Here the driver will write down his authentic license number and **should also attach.**
- **Fill in Driving License Class**
- **Fill in Experience on what type of Vehicles**
- **Fill In Number of years of Experience**
- **Attach Letter of Good conduct**
- **Attach Any recommendation letter and CV**

- **Email address (mandatory text filed):** In this field the driver will have to write down his authentic email id which will be verified in the later part of the process.

- **Password (mandatory text filed):** Here the driver will have to write down a strong, unique alphanumeric password

- **Confirm password (mandatory text filed):** In this field the driver will have to re-write the exact same password which he wrote in the 'password' field.

- **T&C conditions (mandatory checkbox filed):**Via this field driver will check the T&C box. This will also be clickable i.e. clicking on the T&C field will redirect the user to its respective page. Without checking this box the user won't be able to sign up.

- **Sing up button:** After checking the T&C box the driver will be allowed to sign up. Clicking on sign up button will **redirect** the driver to the next page where his email id & phone number will be verified.

  Note: As soon as the driver clicks on the signup button, the system will ask the user to **share his geo-location**.

- **Phone number verification:** Once the driver clicks on the 'sign up' button, he gets redirected to a new page displaying a message '***Please enter the 4-digit OTP sent on your phone number ********96***', with blank OTP fields, where the user will have to enter the OTP received and then move to the next page.

  - ✓ **Resend OTP:** In case the driver does not receive the OTP, then he can resend another one by clicking on 'resend OTP' option

- **Email verification:** Once the driver has verified his phone number, he will be redirected to the next page where he will have to verify his email. On the next page a message will be displayed saying "***A link has been sent to your registered email id. Kindly click on it to verify your email id***", meanwhile a unique link gets sent to the email id mentioned by the driver during the sign up process.

  As soon as the driver clicks on the link, he gets redirected to another page with a message saying "***Your account has been created successfully and will be activated shortly, after the admin has verified it. You will be notified about it via the email provided by you***".

  - ✓ **Resend link:** In case the driver does not receive the email verification link, then he can resend another one by clicking on 'resend link' option.

Note: Once the driver has submitted this info, the admin will receive an alert about a new driver account request. Admin will check the details; get in touch with the driver for verification and validation purpose. Once validated, the admin will activate driver's account on the website.

Note: The fields which have been mentioned as 'mandatory' can't be left blank. If left blank then an error message will be shown and the following field will be highlighted with red color.

Note: The 'password' and 'confirm password' field inputs must match each other in real time else it will show an error message the 'confirm password' field will be highlighted with red color.

2.   Sign in/Login

Once the driver has signed up and his account has been activated by the admin after all the verifications, he will be able to login the site, by using his authentic login credentials.

- **Sign in using login credentials:** The driver will have to fill out the following fields in order to sign in. The fields are as follows:

    ✓ **Email id (mandatory text field):** In this field the driver will have to write down his authentic email id.

    ✓ **Password (mandatory text field):** In this field the driver will have to write down his authentic password.

    ✓ **Remember me (optional checkbox):** By checking this box the driver will not have to type in his credentials again i.e. when next time he visits the website. The credentials will be **pre-filled** and he will just have to click on sign in button.

    Note: In case the driver types in wrong credentials then he will not be able to login and instead will be shown an error message with the above fields highlighted with red color.

- **Forgot password:** In case the driver has forgotten his password, so the driver can click on this option which will redirect the driver to the next page, where he will have to write down his authentic email id and then click on 'next'.

    Clicking on 'next' will redirect the driver to a new page showing the message "***A link has been sent to tour registered email id. Kindly click on it to reset your password***", meanwhile a linkwill be sent on the email id submitted by the driver during the sign up process.

    The driver can also resend the link by clicking on the "resend link" option just below the message. As soon as the driver clicks on the link, he gets redirected to a new page having the following fields:

    ✓ **New Password**

✓ **Confirm password**

The driver will also have an option named 'another way'. Via this option the driver will be redirected to another page wehre he will have to write down the authentic phone number and then click on 'next'.

Clicking on 'next' will redirect the driverto a new page showing the message "*An OTP has been sent to your registered phone number. Kindly write it in the OTP field below, to reset your password*", meanwhile an OTP will be sent on the phone number submitted by the driver during the sign up process.

The driver can also resend the OTP by clicking on the "resend OTP" option just below the message. As soon as the driver types in the correct OTP, he gets redirected to a new page having the following fields:

✓ **New Password**
✓ **Confirm password**

3. Homescreen (after login)

This page will come soon after the driver has signed in. This page will have the following sections:

- **Header:** The header part will have the following section:

  ✓ **Logo:** This section will be on the top left corner of the webpage in the header part. Via this section the driver will be redirected to the homepage from any screen.

  ✓ **Notification:** This section will be on the top right corner of the page. Via this section the driver will receive various notifications on various instances.

    ➢ **Work assignment**
    ➢ **Delivery status**
    ➢ **Order request**
    ➢ **Bid request**
    ➢ **Messages from NAS**

> We will add as development takes place
> <mark>Note: The client can let us know the instances which will trigger the notifications at the **later stage** of the development process.</mark>

✓ **Hamburger menu:** The hamburger menu will have the following options:

> **My Account:** Via this section the driver will be able to view & edit his personal profile information, payment settings and notifications. (Explained in detail in the later part of the SRS)

> **My bookings:** Via this section the driver will be able to view all of his bookings with various transporters. (explained in detail in the later part of SRS)

> **My Booking Requests:** Via this section the driver will be able to view all the booking requests from transporters and would further be able to view the enquiries shared and price **offered** by the transporter. And then if the driver finds it to be a fair deal, he can **accept** it or else **reject** it.

> **Invite friends:** Via this section the driver will be able to share the website's link on various mediums or just directly copy the link **manually** and send it to someone.

> **Feedback:** Via this section the driver will be able to send feedback to the admin, regarding his UX. Clicking on this will redirect the user to a new page where the user will have to write down the **subject** and then **description** of the feedback, before finally submitting it.

> **Social media pages:** Via this section the user will be able to redirect himself to the platform's various social media pages like **Facebook, twitter, instagram**.

> **Privacy policy:** Via this section the user will be redirected to the privacy policy page of the platform.

> **About us:** Viathis section the user will be redirected to the about us page of the platform.

- ➢ **Contact us:** Viathis section the user will be redirected to another page from where he will be able to fill an **enquiryform** or directly **contact** an authorized person via the provided helpline number..

- ➢ **Logout:** Via this section the driver will be able to logout the platform.

- **Body:** The body section will have the following sections:

  - ✓ **My bookings:** Via this section the driver will be able to view the various received bookings i.e. the bookings to which they were **assigned** by the transporter. They will be able to start/stop a particular journey by clicking on **'start/stop journey'** button. (explained in detail in the later part of the SRS)

  - ✓ **My rating and reviews:** Via this section the driver will be able to view all the ratings and reviews received by various loaders and transporters.

4. My bookings

- Via this section the driver will be able to keep a **track** of all the bookings to which they have been assigned by the transporter. After the order assignment the driver will get to see the 'start journey' and 'stop journey' buttons on his application interface.

- The driver will be able to **view** the complete details of the enquiry (not the final amount that is to be paid to the transporter) which include the following:

  - ✓ **Load type**

  - ✓ **Source:** Via this section the driver will be able to view the source location set by the loader (using Google auto-fill) and then further he will be able to **copy** this address and then paste it outside the platform, on some other 3rd party application for navigation.

  - ✓ **Destination:** Via this section the driver will be able to view the destination location set by the loader (using Google auto-fill) and then further he will be able to **copy** this

address and then paste it outside the platform, on some other 3rd party application for navigation.

- ✓ **Material type**

- ✓ **Weight**

- ✓ **Date of pick up**

- The driver will also be able to start the journey by clicking on **'start journey'** button, which will ask the driver to share his GPS location. On confirming the driver will start sharing his real time movement with the loader i.e. the loader will be able to keep a track of the driver's movement on his **application** interface.

- The driver will also be able to stop the journey by clicking on the **'stop journey'** button, after delivering the load at the provided destination. Doing this will give the admin and loader the **'proof of delivery'** and thus the **admin will release** the transporter's money.

- In case of too many bookings the driver will also be able to **filter** the list on the basis of:

  - ✓ **Load type**
  - ✓ **Material type**
  - ✓ **Motor vehicle type**

5. My account

The driver will get the following options on the dashboard:

- **Account setting:** Via this section the driver will be able to:

  - ✓ **View personal information:** The driver will be able to view his personal information which will include the following fields:

    - ➢ Full Name (Non-Editable)

    - ➢ Email address (Editable) : verification required

    - ➢ Phone number (Editable): verification required

➢ Profile picture (Editable)

➢ Permanent address (Editable)

➢ Driver's license number (Non-Editable)

➢ Password (Editable): In case the driver wants to change his password, then he can do that via this section by filling the following fields:
   ❖ Old password
   ❖ New password
   ❖ Confirm password
   ❖ Submit

Note: The client is supposed to let us know which of the above mentioned fields does he want to be editable and which ones non-editable. By this I meant, the client needs to tell us the fields which he would want the driver to be able to **change/update/edit** later on from the 'my accounts' section. The client can let us know about this in the later stage of the development process.

- **Notification setting:** Via this section the driver will be able to turn **on/off** notifications for

   ✓ **Email**

   ✓ **Push notification**

Deliverables: Back-end-Administrator (website only)

1.   Sign in/login

The admin will be able to login the platform using the login credentials provided by us. Then the admin will have to fill in the following fields:

- **Email id (mandatory text field):** In this field the admin will have to write down his authentic email id.

- **Password (mandatory text field):** In this field the admin will have to write down his authentic password.

- **Forgot password:** In case the admin has forgotten his password, so the admin can click on this option which will redirect the admin to the next page, where he will have to write down his authentic email id and then click on 'next'.

  Clicking on 'next' will redirect the admin to a new page showing the message "***A link has been sent to tour registered email id. Kindly click on it to reset your password***", meanwhile a link will be sent on the email id submitted by the admin during the sign up process.

  The admin can also resend the link by clicking on the "resend link" option just below the message. As soon as the admin clicks on the link, he gets redirected to a new page having the following fields:

  - ✓ **New Password**
  - ✓ **Confirm password**

  Note: In case the admin does not receive the reset link on his email id, he can resend it by clicking on 'resend link' option.

2.   Admin homescreen (after login)

The Admin home screen is going to be linked with every single accessible module to the Admin. It will be presented in Graphical Data Representation method, where multiple Graphs are going

to be displayed to presenting the data and can be filtered out based on Location/Region, Date, Date Range, Week, Month and Year. The data is going to be tracked through Database and rest through integrated Analytics.

- **Body:** The body part will have the following graphs which will be shown in an **aesthetic** way:

  ✓ Number of user registrations (Separated by Type: Loaders, Transporter and Drivers)
  ✓ Total Bookings
  ✓ Active number of current booking.
  ✓ Daily basis transactions

- **Header:** The header section will have the following options:

  ➢ **Notification:** This section will be on the top right corner of the page. Via this section the transporter will receive various notifications on various instances.

  ➢ **Message from the users**
  ➢ **Technical errors**
  ➢ **Delivery status**
  ➢ **New users pending verification**
  ➢ **Users modification**
  ➢ **Users pending attaching documents**
  ➢ **Payments received**
  ➢ **Payments due**
  ➢ **Cancelation**
  ➢ **Security alerts such as threats and others**
  ➢ **Other Dues and subscriptions**
      Note: The client can let us know the instances which will trigger the notifications at the **later stage** of the development process.

  ✓ **Hamburger menu:** The hamburger menu will be on the top left corner in the header section and will have the following sections:

  ➢ **My account**
  ➢ **User management**
  ➢ **New account verification requests**
  ➢ **Category management**
  ➢ **Booking management**
  ➢ **Reports and stats**

- ➢ **Payment management**
- ➢ **Feedback management**
- ➢ **Commission management**
- ➢ **Notification management**
- ➢ **Insurance management**
- ➢ **Content management (CMS pages)**
- ➢ **Logout**

3.   User management (Loader, driver & transporter)

- Via this section the admin will be able to manage the various users' accounts. He will be able to view the list of all the users which in this website are only 3 types i.e. loader, driver and transporter. Also he will be able to search a particular user by typing **specific keywords** or **location**.

- He will be able to:

  - ✓ **Activate/deactivate**

  - ✓ **Add/delete**

  - ✓ **Edit**

  a user's account.

- Also he will be able to **filter** the list on the basis of **registration date range** (from-to)

- In case of drivers and transporters, the admin will also be able to view the **new account verification requests**. (alternatively there will also be a separate tab for this feature, explained below)

4. Driver & transporter new account verification requests

- Via this section the admin will be able to **view** the complete list of all the new account requests sent by various drivers and transporters for **verification**.

- There will be 2 **separate tabs** i.e. one for driver requests and another for transporter requests.

- The admin will then be able to search a particular driver or transporter by **typing** its name and further be able to **filter** the list on the basis of:

    ✓ **Account request date**
    ✓ **Account request date (from-to)**

- Then on clicking on any particular request the admin will be able to view the **complete detail** of that user which will include all the fields which he had filled at the time of sign up. The details will include the following:

    ✓ **Photo**
    ✓ **Full Name**
    ✓ **Email Address**
    ✓ **Phone Number**
    ✓ **Uploaded documents**
    ✓ **License Number**

- After manually reviewing the details the admin will get to either **approve** or **disapprove** the account.

- On approving, an **auto email** will be sent to the respective user.

    Note: The client is supposed to give the **content** of the auto mail. This won't be manageable. The client can provide the content at the **later stage** of the development process.

- On disapproving a **popup** will open, where the admin will have to write down the **reason** of doing so, and then on clicking **'submit'**, an auto mail along with the reason will be sent to the user.

5.   Category management

- Via this section the admin will **manage** all the categories mentioned below:

  - ✓ **Motor vehicle type**
  - ✓ **Load type**
  - ✓ **Material type**
  - ✓ **Weight**

- The admin will be able to **add/edit/delete content** from these categories, which will be shown to the loaders and transporters during the respective processes.

6.   Booking management

- Via this section the admin will be able to **manage** all the bookings that are being done over the platform.

- Further the admin will also be able to **filter** the bookings on the basis of:

  - ✓ **User type:**
    - ➢ Loader
    - ➢ Transporter
    - ➢ Driver
  - ✓ **Booking date**

  - ✓ **Booking date range**

  - ✓ **Booking status**:
    - ➢ Started
    - ➢ Stopped

- The admin will also be able to view the **details** of a particular booking which will include the following:
  - ✓ **Loader name/ID:** Click to view profile
  - ✓ **Transporter and Driver Name/ID:** Click to view profile
  - ✓ **Status**

✓ **Enquiry details**

- The admin will also be able to **view** all the **ratings and reviews** given by various users.

- Via this section the admin will also get to see the orders which got cancelled by the loaders, in a different tab named **'cancelled orders'**. The admin will also get the notification for the same as well. After cancellation the admin will handle the refund process, **outside the platform**.

- Via this section the admin will also get to see the orders which fall under the **'Pay later orders'** category and then he will be able to mark the status of the order from **'unpaid'** to **'paid'** after, the reception of the payment, **outside the platform**.

7. Payments management

- Via this section the admin will be able to view the **payment history** of the various bookings made.

- **Pay later requests:** Via this section the admin will get to see the list of **pay later request** from various users and will get to accept or reject it. On acceptance the loader will get notified about it. Then for any particular order, the loader will be allowed to make the payment after the selected days, **outside the platform** to the admin. And the admin will just change the status of that order from 'unpaid' to 'paid', after receiving the money.
The admin and the loader both will have the option to **undo** the feature from their respective interfaces.

   Note: The pop up messages have been drafted just for your understanding of the flow. It will be **changeable** in the later stage of the project development process.

- **Admin's revenue:** The admin will be able to view all the earnings that he has earned via the commission. Further he will also be able to **filter** the earning on the basis of:

   ✓ **Date**
   ✓ **Date range**
   ✓ **Loader name/ID:** Click to view profile
   ✓ **Transporter and Driver Name/ID:** Click to view profile

- **Transporter's revenue:** The admin will also be able to view all the earnings that a specific transporter has earned. He will be able to **search** by typing specific **transporter's name**. Further he will also be able to **filter** the earning on the basis of **date range**.

- The Admin will also have the option **download/export** the payments in PDF format.

8.   Insurance management

Via this section the admin will be able to **manage** the amount and policy (T&C) of the same.

- **Amount:** Here the admin will **set the charges** for insurance policy.

- **T&C:** Here the admin will **set the content** of the policy which the front end user will be able to read.

9.   Notification management

Via this section the admin will be able to turn **on/off** notifications for various instances.

Note: The client can let us know the instances which will trigger the notifications at the **later stage** of the development process.

10. Feedback management

- Via this section the admin will be able to **view** all the feedbackssent by the various users along with its details.

- He will be able to **search** a particular feedback by typing the specific words related to the title.

- He will also be able to **filter/sort** the list on the basis of week/month/quarter/year.

- After looking at the feedback the admin will be able to respond to the feedbacks**outside the platform**.

11. Reports and statistics

- Via this section the admin will be able to view the reports and stats of (displayed in an aesthetic way):

  - ✓ **User registration**
  - ✓ **Bookings**
  - ✓ **Total payments**

- Further the admin will also be able to **filter** the reports on the basis of:

  - ✓ **Week/month/quarter/ year**
  - ✓ **Date and date range**
  - ✓ **Specific user ID**
  - ✓ **Booking/order status:**
    - ➤ Started
    - ➤ Stopped

- Also the admin will have the option to **download** these reports in form of **excel** and **PDF**.

12. Manage informational CMS pages

Via this section the admin will be able to manage the content of the CMS pages like:

- **Terms and conditions**
- **Contact us**
- **Privacy policy**
- **FAQ**

13. Commission management

- Via this section the admin will be able to set/manage **criteria** for commission i.e. the **percentage** of commission to be implied on an order. This will be **generic** for all the loaders, using the platform.

- The admin will also be able to set the commission for individual users. In the commission management section the admin will be able to search a particular loader and then right in front of his name, will have a toggle option named **'temporary commission'**. This toggle will stay off by default. As soon as the admin will turn on the toggle, a small pop up would appear with a field for adding the commission percentage input. The admin will then be able to click on 'submit' to finally imply the temporary commission on the selected loader. The admin will then also have the provision to disable this temporary commission whenever required for that user.
  Note: The commission criteria will always be on **percentage basis** and **not** the direct amount.

- Further he will be able to view the **commission summary** on the basis of week/month/quarter/year.

- He will also be able **view** the total revenue received till the given date.

14. My account

Via this section the admin will be able to:

- **View personal information:**
  - ✓ Email id (non editable)
  - ✓ Password (visible in '*' format)

- **Change password:** In case the admin wants to change his password, then he can do that via this section by filling the following fields:
  - ✓ Old password
  - ✓ New password
  - ✓ Confirm password
  - ✓ Submit

Deliverables: Application

All the modules below this heading are for 'application' only. This includes the front end users only.

Deliverables: Front-end-user common module (Application only)

This module will explain the features which will be common for the front-end users i.e. the users who will use the application. The application will be a **hybrid** one i.e. the website and the application, both will have the features synchronized. For this platform there will be only 3 front-end-users, who are as follows:

- **Loaders**

- **Drivers**

- **Transporters**

1. Splash screen

As soon as the user clicks on the application icon he will come across a splash screen which we show the name and the logo of the application/platform. This splash screen will stay for some time (say 5 seconds) until when the application will load itself.

2.   Application guide/tutorial

Soon after the splash screen, the user will be redirected to a new screen which will show a tutorial screen with 4-5 sliding screens. This tutorial will give the user an idea of how to use the app and its features.

This will be shown to the user only the first time, when he opens the app. Next time when he opens the app again he will directly be taken o the home screen or sign in screen.

Also the user will be able to **skip** the tutorial and directly move to the next screen.

3.   Access permission

- **Location permission:** As soon as the user finishes with the tutorial, the app will ask the user to share his location by turning on the GPS.

- **Camera and media files permission:** After the location permission the user will be asked to give the camera and media files access permission, so that the user can upload his profile picture and other documents at the time of sign up.

4.   Rate application process

The application will pop-up a '**rate and review**' screen for the application itself,clicking on which will redirect users to apple/play store to share their experience of using the application.

The pop-up shall be triggered after the user has performed certain activities on the application, like placing an order.

"Apart from the above mentioned points all other features will be similar to what has been explained in the website module

(Only the orientation/layout might vary a little)"

-- X ---

➢ Requirements:

o The Client has to supply all paid images, content and third-party tools.
o The client has to purchase domain, hosting and developer account as per the requirement.

➢ Free Bug Support

- Only after the code and database is deployed on client server
- For an ongoing work post go-live client can discuss with company for a hourly paid maintenance package
- DevTechnosys's Project Management Tool (Track) Access and Ticket Raising Facility.
- Our response time, Monday - Friday, 010:00 – 19:00 Hours Indian Standard Time.
- Bug Fixes

➢ General Terms

- The milestone payments can be revised by Project Manager after SRS is approved. The revision would only impact on the Milestone deliverables, milestone duration and the Payment percentage. The agreed scope and cost and timeframe would remain same. Once the final payment is done, code and database and other stuff (if any) would be handed over to client

- The source code will be delivered to client only after client makes final payment to company. In case, DevTechnosys delivers (or, is required to deliver) partial source code before the project is completed, client will pay for efforts invested by company till the date of such source code release.

- All the deliverables will be a joint responsibility of both Client and company; hence it is expected from client to provide feedback within five (5) working days of receiving the final deliverables and final approval within ten (10) working days of receiving the final deliverables.

- Company would deliver the milestones as per agreed project plan and client would review the delivered milestone. Client would need to provide the feedback on the delivered milestone to company within 10 days and once the feedbacks are implemented by company and client confirms the same, the agreed payment of this milestone would need to release before team moves to next milestone development

- The final payment would be needed to be released before the code and database are moved to client server and/or Apps are uploaded on Google or Apple store. Releasing code to client or client environment would mean that client has accepted the delivery

and confirm the completion of the project as per agreed scope and terms and cannot claim for the refund of the project payment that he has made.

-The DevTechnosys team has to use a repository such as GitLab to maintain the code.

- DevTechnosys Team will use ZOHO Projects or JIRA for the project management part including User stories, Product Backlogs, sprint plans, test cases and so on.

➤ SRS Sign OFF

We having read the contents of this document are satisfied that this accurately defines the project requirements and process.			
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Date	19th June 2020	**Date**	19th June 2020