**Passenger interface**

* The passenger needs to create an account with: name, last name, profile picture (taken with camera mandatory), birthday, gender, CURP, ID photo, email and phone number
* No duplicate accounts can’t be created with same CURP, email and/or phone number
* Verification code needed to activate account
* Access to a menu where he can see trip history with detailed information about the route, addresses, amount paid, and first name of the driver also the payment method used
* Access to a menu where he can see profile or my account and he can edit only his profile picture he can take a new picture from camera mandatory He can place a request to change name, ID, phone number and email and we will do that from the admin he can also click on a button to delete account (this action will remove all data related to the account) the profile will also show his rating as passenger and if there is a negative balance that needs to be paid before ordering another trip as a result of a cancellation or not showing up during a service
* Menu with access to support chat
* In the main screen the user can add the pick up point and the drop off point also must be able to add 2 more destinations/stops
* Once the passenger has selected destination he can click on button request a car and the request will be placed in a queue that can be seen only by the drivers
* If there is a driver or drivers interested in the passenger request then the driver will reply back to the passenger with an offer and the passenger can take the best offer for him based on price, type of car, driver rating or any other. He can accept a driver offer and reject offers
* The passenger can see in the main screen a map with the active drivers distributed in the map
* Once the passenger has selected his driver he needs to be able to see in real-time the driver location heading to his pickup point and also when driver is going with passenger to destination point
* If the passenger wants to make an additional stop he can agree this with the driver and request a change in the amount of the initial payment once the driver has let the passenger know the new price the driver will send an approval request to the passenger with the new total amount and the passenger needs to approve the change
* The passenger can cancel a trip, cancellation there must be a list of cancellation reasons, depending on the reason there will be a percentage of the total amount of the ride will be set as a fine and will be placed on negative balance in the passenger account, next time when passenger request a trip he will be asked to pay the negative balance
* The passenger at the end of a ride he can rate the driver and leave a comment
* There must be a panic button, this button will call to 911 automatically but requires confirmation from the passenger in order to avoid mistaken calls to emergency services to be made
* The passenger must be able to see the total distance and route from the pickup point to the final destination, the car, plate number, first name of the driver that will pick him up and the driver rating
* Show a suspended screen for passenger when his account is suspended and allow to contact us by chat
* The passenger can receive or be safer with compensation or credits in his account in order to compensate for a bad service and after investigation
* The passenger can get COUPONS to get ride discounts
* Passenger can send messages to driver
* Requests can be on the queue for a max of 5 minutes, after 5 minutes if nobody has taken the trip the passenger get notification in which the request is cancelled and is ask the passenger if he wants to place it again

**Driver interface**

* the driver needs to create a passenger account first and the he can become a driver by uploading additional information such as: driver license, curp, medical exam, background check, car insurance
* In the main screen the driver must be able to see the requests queue and he can select the ride that he wants and he can place his offer
* Also the app can suggest the closest ride or when a new ride request is placed
* If a customer rejects his offer he gets a message saying that the offer has been rejected and he can offer again or pick another request
* The driver can rate a passenger when the ride ends
* The driver needs to be able to add balance to his account in order to be able to take ride using stripe and PayPal
* We need to be able ti add balance to drivers accounts manually
* The driver can send a notification to the customer when arrives to the pick up point the waiting time would be 3 minutes only
* The driver can cancel the trip without penalty after 3 minutes of waiting
* The driver can be suspended and can contact chat support for clarification
* The driver can send messages to passenger from the app chat
* Driver will pay commission per trip can be a percentage or fixed amount
* Driver will have a panic button to call 911 services confirmation is needed in order to avoid mistaken call to emergency services
* Once a request from the list is taken by a driver it needs to be removed from the list and no one else can take ride, a message needs to say That ride has been taken
* Requests of more than 5 minutes old are removed from the queue
* Driver can report passenger that don’t pay or fake requests

**Admin dashboard**

* able to add balance to passengers and drivers
* Able to block passenger and drivers
* Able to delete accounts
* Able to check trip history of each passenger or driver, able to see the route
* Able to change passenger or driver profile details
* Integrate stripe and PayPal
* Able to send mass notifications to users or drivers
* When driver want to join approval is needed
* Able to see the map with all drivers and users connected
* Able to track and locate an specific driver or passenger (see his location on the map)

General Notifications for the app (for passenger, driver) :

* notify driver when offer is rejected
* Notify driver when offer is accepted
* Notify passenger when driver ons on the way
* Notify passenger when driver has arrived for pick up
* Notify driver and passenger when a cancellation is done
* Notify passenger when driver is 300 meters or getting closer to the pickup point
* Notify driver when balance is added to his account
* Notify passenger when having negative balance
* Notify the customer when trip has ended and show the amount paid
* Notify passenger and driver when the account is suspended
* Notify driver in case we need more information related to his account