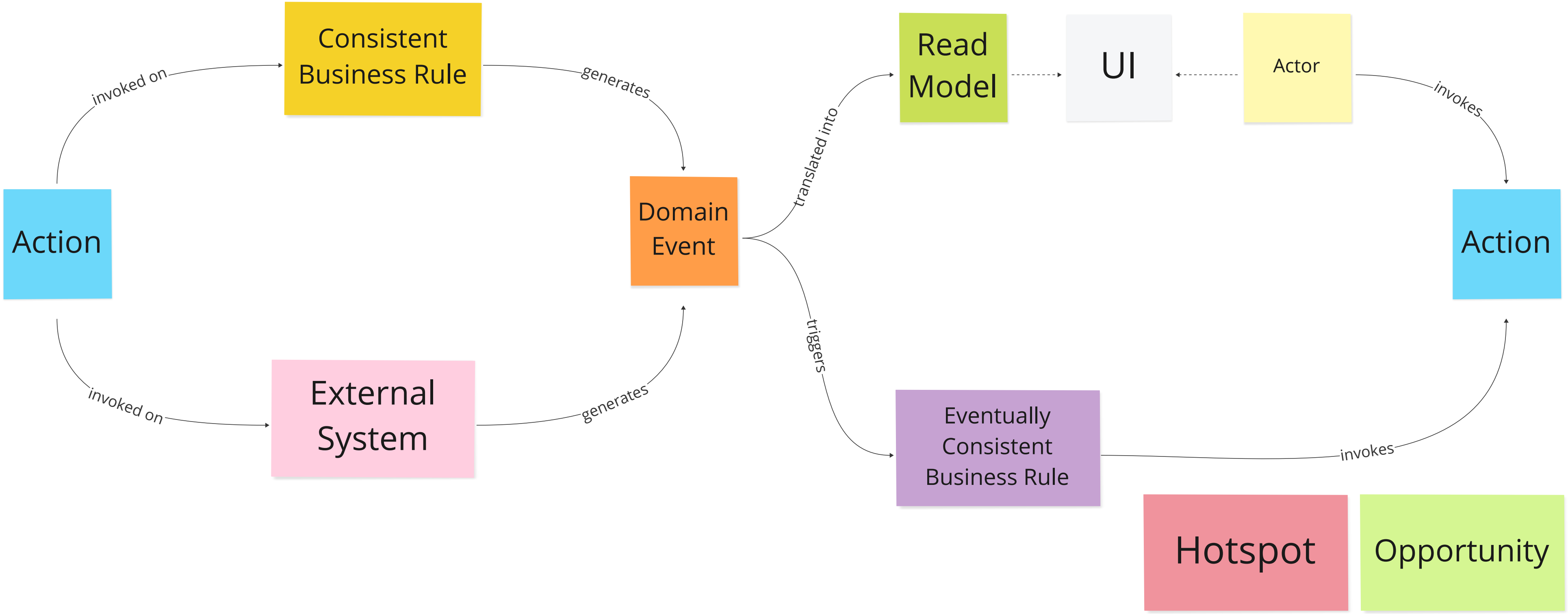
EventStorming Grammar



Consistent Business Rule

invoked on

generates

Read Model

UI

Actor

invokes

Action

Domain Event

translated into

Action

triggers

invoked on

External System

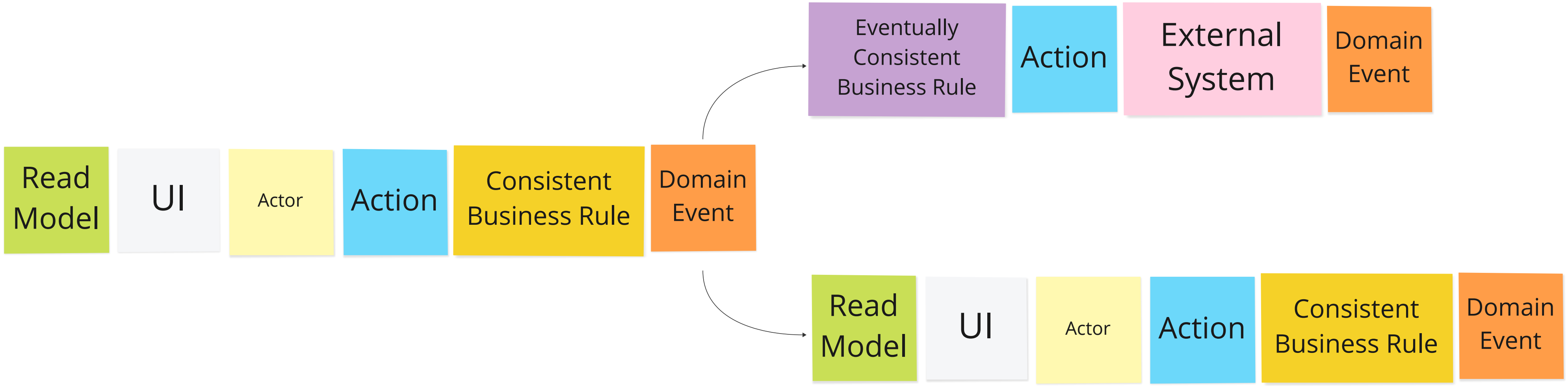
generates

Eventually Consistent Business Rule

invokes

Hotspot

Opportunity



Eventually Consistent Business Rule

Action

External System

Domain Event

Read Model

UI

Actor

Action

Consistent Business Rule

Domain Event

Read Model

UI

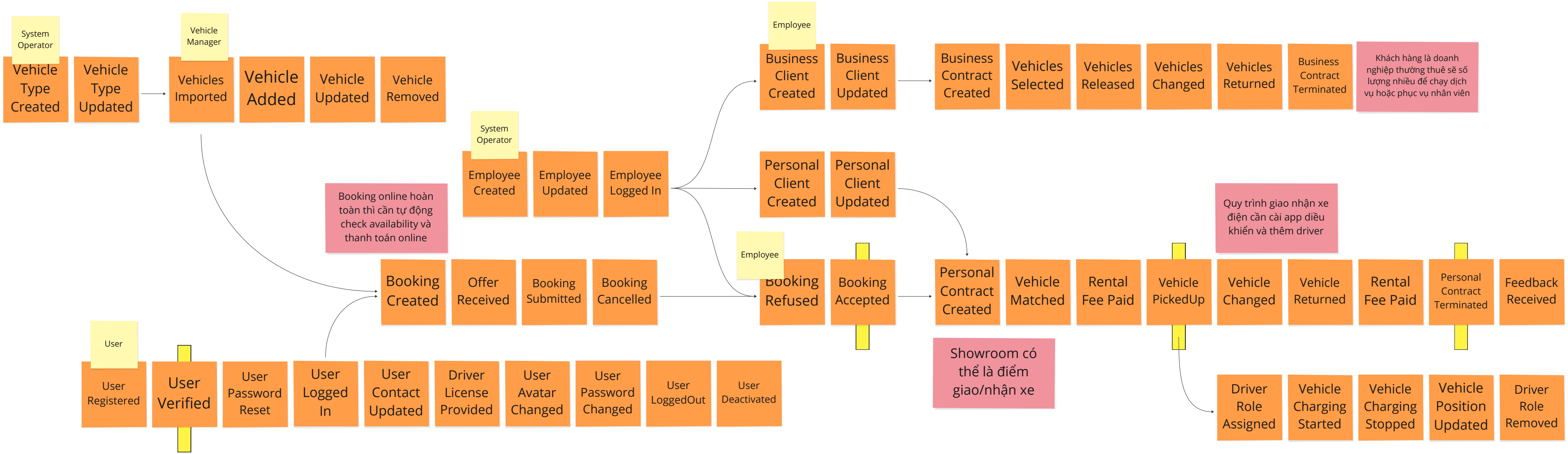
Actor

Action

Consistent Business Rule

Domain Event

Vehicle Rental Service



System Operator
Vehicle Type Created
Vehicle Type Updated

Vehicle Manager
Vehicles Imported
Vehicle Added
Vehicle Updated
Vehicle Removed

Employee
Business Client Created
Business Client Updated
Business Contract Created
Vehicles Selected
Vehicles Released
Vehicles Changed
Vehicles Returned
Business Contract Terminated

Khách hàng là doanh nghiệp thường thuê sẽ số lượng nhiều để chạy dịch vụ hoặc phục vụ nhân viên

System Operator
Employee Created
Employee Updated
Employee Logged In

Personal Client Created
Personal Client Updated

Booking online hoàn toàn thì cần tự động check availability và thanh toán online

Quy trình giao nhận xe điện cần cài app diều khiển và thêm driver

Booking Created
Offer Received
Booking Submitted
Booking Cancelled

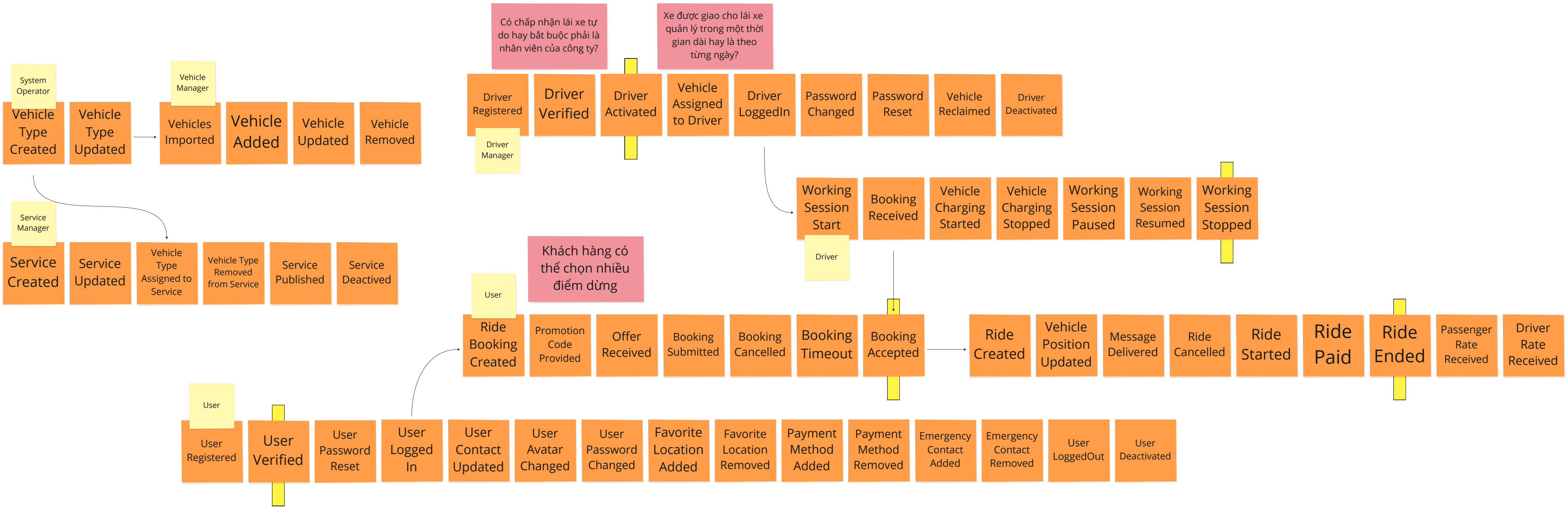
Employee
Booking Refused
Booking Accepted
Personal Contract Created
Vehicle Matched
Rental Fee Paid
Vehicle PickedUp
Vehicle Changed
Vehicle Returned
Rental Fee Paid
Personal Contract Terminated
Feedback Received

Showroom có thể là điểm giao/nhận xe

User
User Registered
User Verified
User Password Reset
User Logged In
User Contact Updated
Driver License Provided
User Avatar Changed
User Password Changed
User LoggedOut
User Deactivated

Driver Role Assigned
Vehicle Charging Started
Vehicle Charging Stopped
Vehicle Position Updated
Driver Role Removed

Ride Hailing Service



System Operator
Vehicle Type Created
Vehicle Type Updated
Vehicle Manager
Vehicles Imported
Vehicle Added
Vehicle Updated
Vehicle Removed

Service Manager
Service Created
Service Updated
Vehicle Type Assigned to Service
Vehicle Type Removed from Service
Service Published
Service Deactived

Có chấp nhận lái xe tự do hay bắt buộc phải là nhân viên của công ty?

Xe được giao cho lái xe quản lý trong một thời gian dài hay là theo từng ngày?

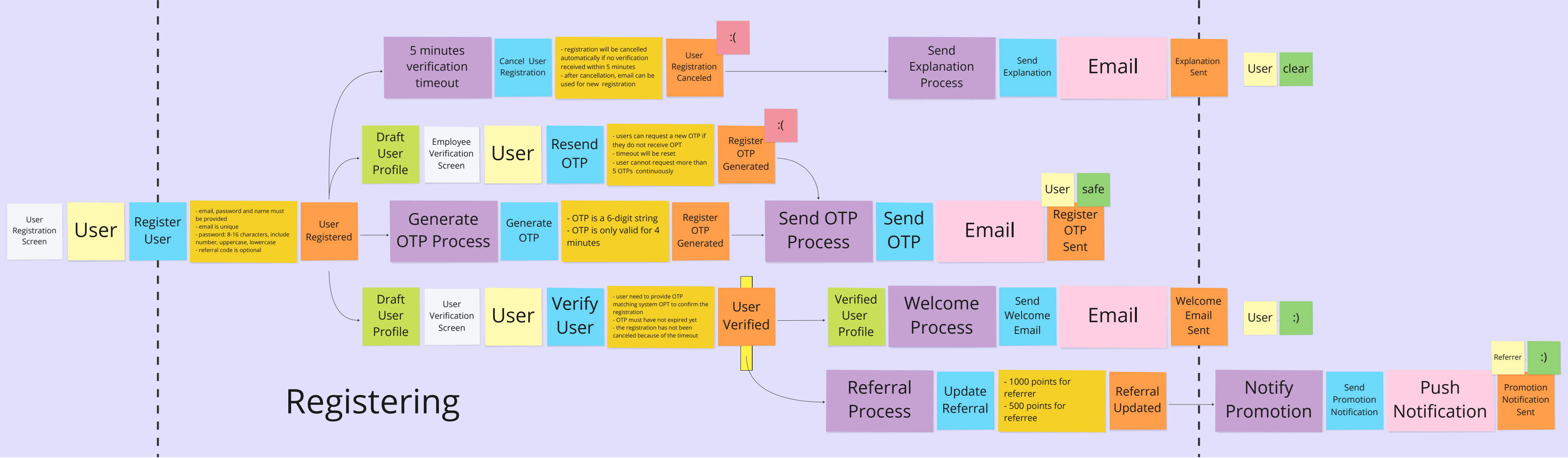
Driver Registered
Driver Manager
Driver Verified
Driver Activated
Vehicle Assigned to Driver
Driver LoggedIn
Password Changed
Password Reset
Vehicle Reclaimed
Driver Deactivated

Working Session Start
Driver
Booking Received
Vehicle Charging Started
Vehicle Charging Stopped
Working Session Paused
Working Session Resumed
Working Session Stopped

Khách hàng có thể chọn nhiều điểm dừng

User
Ride Booking Created
Promotion Code Provided
Offer Received
Booking Submitted
Booking Cancelled
Booking Timeout
Booking Accepted
Ride Created
Vehicle Position Updated
Message Delivered
Ride Cancelled
Ride Started
Ride Paid
Ride Ended
Passenger Rate Received
Driver Rate Received

User
User Registered
User Verified
User Password Reset
User Logged In
User Contact Updated
User Avatar Changed
User Password Changed
Favorite Location Added
Favorite Location Removed
Payment Method Added
Payment Method Removed
Emergency Contact Added
Emergency Contact Removed
User LoggedOut
User Deactivated



Registering

User Registration Screen

User

Register User

- email, password and name must be provided
- email is unique
- password: 8-16 characters, include number, uppercase, lowercase
- referral code is optional

User Registered

5 minutes verification timeout

Cancel User Registration

- registration will be cancelled automatically if no verification received within 5 minutes
- after cancellation, email can be used for new registration

User Registration Canceled

:(

Send Explanation Process

Send Explanation

Email

Explanation Sent

User

clear

Draft User Profile

Employee Verification Screen

User

Resend OTP

- users can request a new OTP if they do not receive OPT
- timeout will be reset
- user cannot request more than 5 OTPs continuously

Register OTP Generated

:(

Generate OTP Process

Generate OTP

- OTP is a 6-digit string
- OTP is only valid for 4 minutes

Register OTP Generated

Send OTP Process

Send OTP

Email

Register OTP Sent

User

safe

Draft User Profile

User Verification Screen

User

Verify User

- user need to provide OTP matching system OPT to confirm the registration
- OTP must have not expired yet
- the registration has not been canceled because of the timeout

User Verified

Verified User Profile

Welcome Process

Send Welcome Email

Email

Welcome Email Sent

User

:)

Referral Process

Update Referral

- 1000 points for referrer
- 500 points for referee

Referral Updated

Notify Promotion

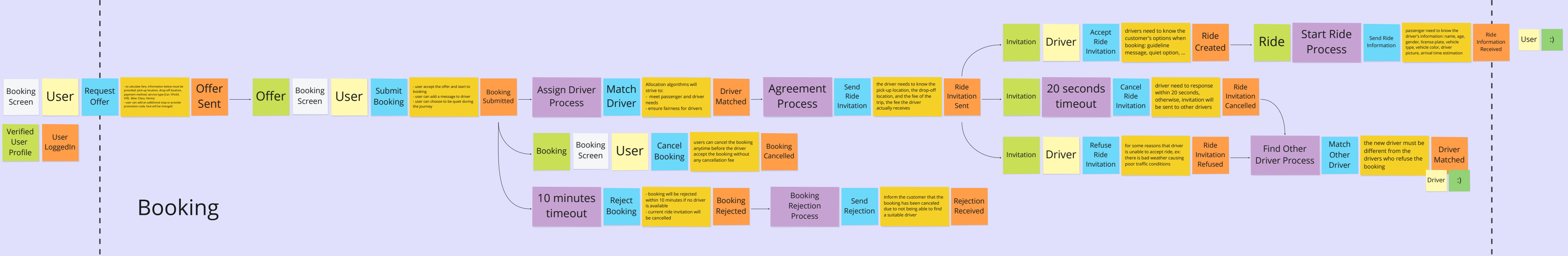
Send Promotion Notification

Push Notification

Promotion Notification Sent

Referrer

:)



Booking

Booking Screen
User
Verified User Profile
User LoggedIn

Request Offer

- to calculate fare, information below must be provided: pick-up location, drop-off location, payment method, service type (Car: VFe34, VF8; Bike: Clara, Vento)
- user can add an additional stop or provide promotion code, fare will be changed

Offer Sent

Offer
Booking Screen
User
Submit Booking

- user accept the offer and start to booking
- user can add a message to driver
- user can choose to be quiet during the journey

Booking Submitted

Assign Driver Process
Match Driver

Allocation algorithms will strive to:
- meet passenger and driver needs
- ensure fairness for drivers

Driver Matched

Agreement Process
Send Ride Invitation

the driver needs to know the pick-up location, the drop-off location, and the fee of the trip, the fee the driver actually receives

Ride Invitation Sent

Invitation
Driver
Accept Ride Invitation

drivers need to know the customer's options when booking: guideline message, quiet option, ...

Ride Created

Ride
Start Ride Process
Send Ride Information

passenger need to know the driver's information: name, age, gender, license plate, vehicle type, vehicle color, driver picture, arrival time estimation

Ride Information Received

User
:)

Invitation
20 seconds timeout
Cancel Ride Invitation

driver need to response within 20 seconds, otherwise, invitation will be sent to other drivers

Ride Invitation Cancelled

Invitation
Driver
Refuse Ride Invitation

for some reasons that driver is unable to accept ride, ex: there is bad weather causing poor traffic conditions

Ride Invitation Refused

Find Other Driver Process
Match Other Driver

the new driver must be different from the drivers who refuse the booking

Driver Matched

Driver
:)

Booking
Booking Screen
User
Cancel Booking

users can cancel the booking anytime before the driver accept the booking without any cancellation fee

Booking Cancelled

10 minutes timeout
Reject Booking

- booking will be rejected within 10 minutes if no driver is available
- current ride invitation will be cancelled

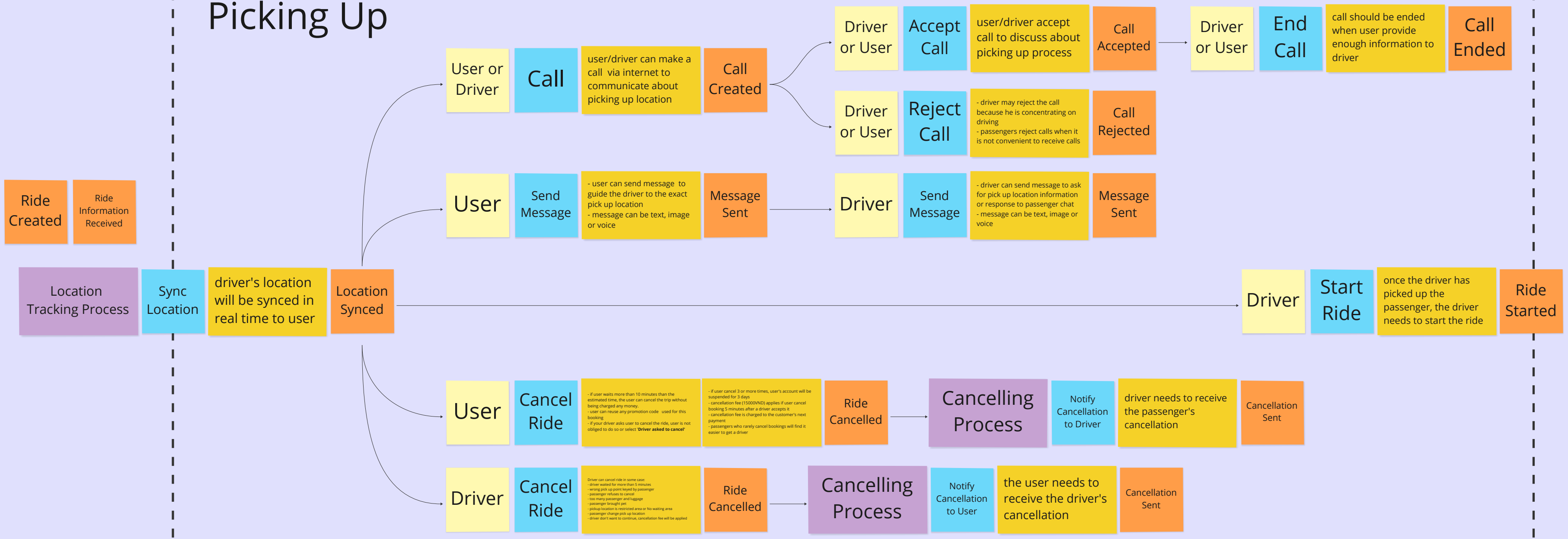
Booking Rejected

Booking Rejection Process
Send Rejection

inform the customer that the booking has been canceled due to not being able to find a suitable driver

Rejection Received

Picking Up



Ride Created

Ride Information Received

Location Tracking Process

Sync Location

driver's location will be synced in real time to user

Location Synced

User or Driver

Call

user/driver can make a call via internet to communicate about picking up location

Call Created

Driver or User

Accept Call

user/driver accept call to discuss about picking up process

Call Accepted

Driver or User

End Call

call should be ended when user provide enough information to driver

Call Ended

Driver or User

Reject Call

- driver may reject the call because he is concentrating on driving
- passengers reject calls when it is not convenient to receive calls

Call Rejected

User

Send Message

- user can send message to guide the driver to the exact pick up location
- message can be text, image or voice

Message Sent

Driver

Send Message

- driver can send message to ask for pick up location information or response to passenger chat
- message can be text, image or voice

Message Sent

Driver

Start Ride

once the driver has picked up the passenger, the driver needs to start the ride

Ride Started

User

Cancel Ride

- if user waits more than 10 minutes than the estimated time, the user can cancel the trip without being charged any money.
- user can reuse any promotion code used for this booking
- if your driver asks user to cancel the ride, user is not obliged to do so or select '**Driver asked to cancel**'

- if user cancel 3 or more times, user's account will be suspended for 3 days
- cancellation fee (15000VND) applies if user cancel booking 5 minutes after a driver accepts it
- cancellation fee is charged to the customer's next payment
- passengers who rarely cancel bookings will find it easier to get a driver

Ride Cancelled

Cancelling Process

Notify Cancellation to Driver

driver needs to receive the passenger's cancellation

Cancellation Sent

Driver

Cancel Ride

Driver can cancel ride in some case:
- driver waited for more than 5 minutes
- wrong pick up point keyed by passenger
- passenger refuses to cancel
- too many passenger and luggage
- passenger brought pet
- pickup location is restricted area or No waiting area
- passenger change pick up location
- driver don't want to continue, cancellation fee will be applied

Ride Cancelled

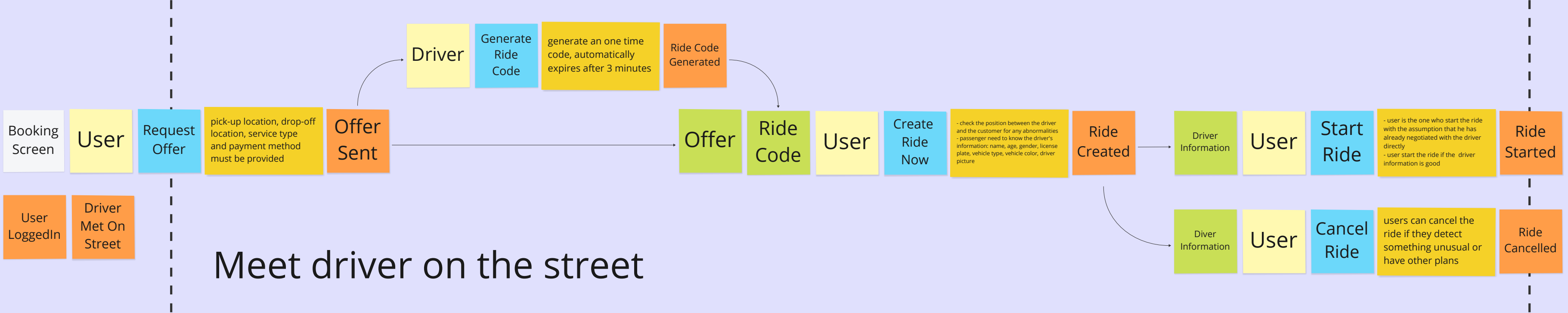
Cancelling Process

Notify Cancellation to User

the user needs to receive the driver's cancellation

Cancellation Sent

Meet driver on the street



Booking Screen

User

Request Offer

pick-up location, drop-off location, service type and payment method must be provided

Offer Sent

Driver

Generate Ride Code

generate an one time code, automatically expires after 3 minutes

Ride Code Generated

Offer

Ride Code

User

Create Ride Now

- check the position between the driver and the customer for any abnormalities
- passenger need to know the driver's information: name, age, gender, license plate, vehicle type, vehicle color, driver picture

Ride Created

Driver Information

User

Start Ride

- user is the one who start the ride with the assumption that he has already negotiated with the driver directly
- user start the ride if the driver information is good

Ride Started

Diver Information

User

Cancel Ride

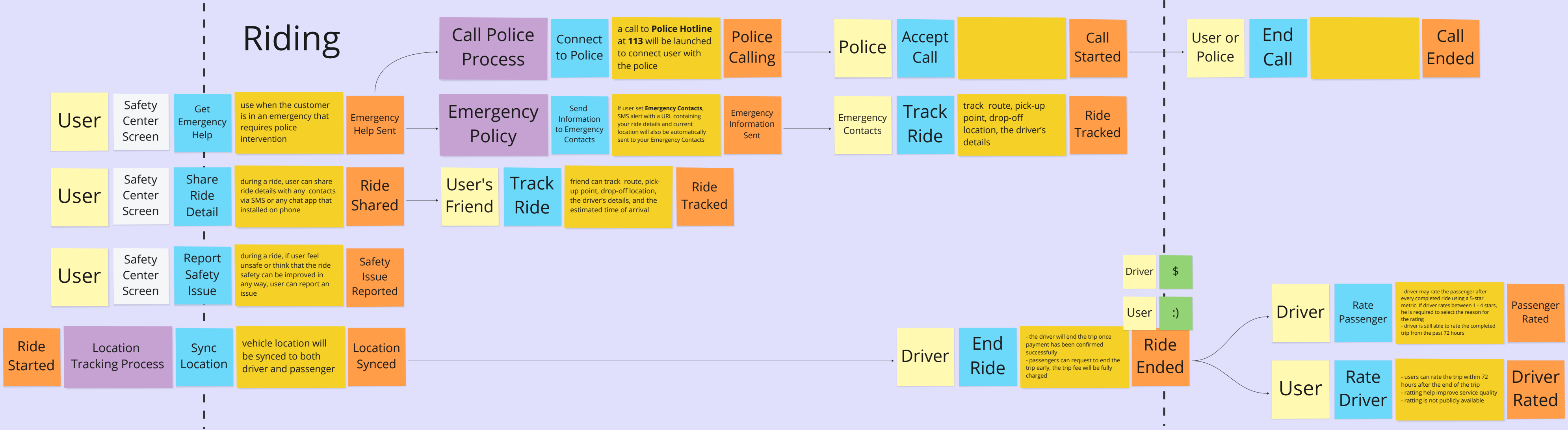
users can cancel the ride if they detect something unusual or have other plans

Ride Cancelled

User LoggedIn

Driver Met On Street

Riding



User | Safety Center Screen | Get Emergency Help | use when the customer is in an emergency that requires police intervention | Emergency Help Sent

Call Police Process | Connect to Police | a call to **Police Hotline** at **113** will be launched to connect user with the police | Police Calling

Police | Accept Call | Call Started

User or Police | End Call | Call Ended

Emergency Policy | Send Information to Emergency Contacts | if user set **Emergency Contacts**, SMS alert with a URL containing your ride details and current location will also be automatically sent to your Emergency Contacts | Emergency Information Sent

Emergency Contacts | Track Ride | track route, pick-up point, drop-off location, the driver's details | Ride Tracked

User | Safety Center Screen | Share Ride Detail | during a ride, user can share ride details with any contacts via SMS or any chat app that installed on phone | Ride Shared

User's Friend | Track Ride | friend can track route, pick-up point, drop-off location, the driver's details, and the estimated time of arrival | Ride Tracked

User | Safety Center Screen | Report Safety Issue | during a ride, if user feel unsafe or think that the ride safety can be improved in any way, user can report an issue | Safety Issue Reported

Ride Started | Location Tracking Process | Sync Location | vehicle location will be synced to both driver and passenger | Location Synced

Driver | End Ride | - the driver will end the trip once payment has been confirmed successfully
- passengers can request to end the trip early, the trip fee will be fully charged | Ride Ended

Driver | $

User | :)

Driver | Rate Passenger | - driver may rate the passenger after every completed ride using a 5-star metric. If driver rates between 1 - 4 stars, he is required to select the reason for the rating
- driver is still able to rate the completed trip from the past 72 hours | Passenger Rated

User | Rate Driver | - users can rate the trip within 72 hours after the end of the trip
- ratting help improve service quality
- ratting is not publicly available | Driver Rated