

Logistics Transportation App Development

Scope of Work

Front End

The front end will have following features: -

Home Page

- Banner
- testimonial
- footer correction

About us

- About Us
- Mission &
- Vision
- Chairman Message

In This application we have 4 type of User Login

Admin

- **Administrator**
- **Admin User**
- **Customer**
- **Vendor**

To develop an app for logistics and transportation service, you would need to consider several features and aspects of the application. Here are some essential features and details you should consider when developing your app:

User management app: for a logistics and transportation service like Porter, here are some essential features you should consider:

User Registration and Profiles:

- Allow users to register and create their profiles using email or social media accounts.
- Include features like profile management, address book, and preferences.

User Profiles and Preferences:

- Enable users to create and manage their profiles with necessary information like name, contact details, and preferred payment methods.
- Provide options for users to set their preferences such as vehicle type, service options, and notification settings.

Booking and Scheduling:

- Provide a user-friendly interface to book transportation services.
- Allow users to enter pickup and drop-off locations, date, and time preferences.
- Implement a scheduling system to manage multiple bookings.

Vehicle Selection:

- Offer various types of vehicles, such as small vans, trucks, or bikes.
- Provide options for users to choose based on their specific transportation needs.

Real-Time Tracking:

- Integrate GPS tracking to allow users to track their shipment in real-time.
- Provide updates on the estimated time of arrival (ETA) to both users and recipients.

Payment Integration:

- Integrate secure payment gateways to facilitate seamless and secure transactions.

- Include options for cashless payments, such as credit/debit cards, digital wallets, or UPI.

Review and Rating System:

- Implement a rating system for users to rate drivers and their overall experience.
- Allow users to provide feedback and write reviews about the service received.

User Profiles and Preferences:

- Enable users to create and manage their profiles with necessary information like name, contact details, and preferred payment methods.
- Provide options for users to set their preferences such as vehicle type, service options, and notification settings.

Loyalty Programs and Referrals:

- Implement a loyalty program where users can earn rewards or discounts based on their usage or referrals.
- Offer referral features that allow users to invite others to use the app and earn incentives.

Notifications and Alerts:

- Send push notifications to users to update them on booking confirmations, driver arrivals, and other important information.
- Provide alerts for promotional offers, discounts, or special events related to the service.

Account Management:

- Allow users to manage their accounts, including updating profile information, resetting passwords, and viewing transaction history.
- Provide options for users to delete their accounts if desired.

Remember, these are some general features to consider when developing a user management app for a logistics and transportation service like Porter. The specific requirements may vary based on your app's unique needs and business model.

Driver App:

- Develop a separate Module for drivers to manage their bookings and routes efficiently.
- Provide features like accepting or rejecting ride requests, navigation, and earnings tracking.

Notifications:

- Send push notifications to users regarding booking confirmation, driver details, and ETA updates.
- Notify drivers about new ride requests, pickup and drop-off details, and user feedback.

Additional Features:

- Offer options for additional services like door-to-door delivery or assistance with loading/unloading.
- Include multi-language support to cater to a diverse user base.
- Implement a loyalty program or referral system to encourage user engagement.

The Driver App is an essential component of the logistics and transportation service. Here are some features commonly found in a driver Module:

Registration and Profile Management:

- Allow drivers to register and create their profiles with essential details such as name, contact information, and vehicle information.
- Provide a verification process to ensure the authenticity and eligibility of the drivers.

Ride Acceptance and Management:

- Display incoming ride requests to drivers, including pickup and drop-off locations.
- Enable drivers to accept or reject ride requests based on their availability and preferences.
- Allow drivers to view and manage their current and upcoming rides.

Navigation and Route Optimization:

- Integrate GPS navigation to guide drivers to the pickup and drop-off locations efficiently.
- Optimize routes based on traffic conditions and provide alternate route suggestions if needed.
- Display real-time traffic updates to help drivers make informed decisions.

Earnings and Payment Management:

- Provide a dashboard for drivers to track their earnings and view ride-specific details, including distance traveled and time taken.
- Include a breakdown of earnings, including base fare, additional charges, and tips.
- Facilitate secure payment transfers to drivers, either through the app or a preferred payment method.

Communication and Notifications:

- Enable drivers to communicate with users through in-app messaging or calling for ride coordination.
- Send push notifications to drivers for ride requests, pickup and drop-off updates, and user feedback.

Driver Availability and Status:

- Allow drivers to set their availability status, indicating whether they are currently accepting ride requests or offline.
- Provide options for drivers to take breaks or temporarily pause ride requests.

Ratings and Reviews:

- Enable users to rate and review drivers based on their experience.
- Display driver ratings and reviews to help users make informed decisions while booking rides.

Support and Help Center:

- Include a support system where drivers can report issues, ask questions, or seek assistance.
- Provide access to a help center with FAQs, tutorials, and contact information for driver support.

Trip History and Reports:

- Maintain a record of completed rides, including details such as pickup and drop-off locations, fare, and ratings.
- Enable drivers to access their trip history and generate reports for their own reference or for taxation purposes.

Performance Analytics:

- Provide drivers with insights into their performance metrics, such as acceptance rate, cancellation rate, and average ratings.
- Offer data visualization to help drivers track their progress and identify areas for improvement.

Remember that these features are commonly found in driver apps, but the specific requirements may vary based on your app's scope, target audience, and business model. It's essential to thoroughly analyze your app's needs and consult with us features to your requirements.

Support and Help Center:

- Include a support system where users can contact customer support for assistance or report issues.

- Provide access to a help center with frequently asked questions (FAQs) and troubleshooting guides.
- For the administrator management system of a logistics and transportation app like Porter, here are some key features to consider:

Dashboard and Analytics:

- Provide an intuitive and comprehensive dashboard for administrators to monitor and manage the entire system.
- Display real-time data and analytics related to bookings, drivers, users, revenue, and other key performance indicators.
- Generate reports and visualizations to assist in decision-making and identifying trends.

User Management:

- Allow administrators to manage user accounts, including registration, verification, and profile management.
- Provide the ability to view and edit user information, including contact details, preferences, and payment methods.
- Enable administrators to handle user support requests and address account-related issues.

Driver Management:

- Facilitate the onboarding and verification process for drivers, including document submission and background checks.
- Enable administrators to manage driver profiles, including personal information, vehicle details, and documentation.
- Allow administrators to view driver performance metrics, track earnings, and manage driver accounts.

Booking and Dispatching:

- Provide an interface for administrators to view and manage ride bookings.
- Allow administrators to assign drivers to specific rides based on availability, proximity, and other relevant factors.
- Enable administrators to reschedule or cancel bookings if necessary.

Pricing and Fare Management:

- Allow administrators to set and manage pricing structures for different vehicle types, distances, and additional services.

- Provide the ability to adjust fares, apply discounts, and manage surge pricing during peak periods.
- Allow administrators to define and manage additional charges, such as waiting time or toll fees.

Content Management:

- Enable administrators to manage and update content within the app, such as FAQs, terms and conditions, and app policies.
- Provide a CMS (Content Management System) to facilitate easy content editing and publishing.

Notifications and Communication:

- Allow administrators to send notifications and alerts to users and drivers regarding important updates, promotions, or system changes.
- Enable administrators to communicate with users and drivers through in-app messaging or email.

Support and Helpdesk:

- Provide a support system for administrators to handle user inquiries, complaints, and support requests.
- Enable administrators to track and manage support tickets, assign them to appropriate personnel, and monitor their resolution.

System Configuration and Settings:

- Allow administrators to configure various system settings, including geolocation parameters, time zones, and currency settings.
- Provide options for administrators to customize and control app features and functionalities.

Security and Access Control:

- Implement robust security measures to protect user and system data.
- Provide role-based access control, allowing administrators to assign different levels of access and permissions to various system modules.

These features will help administrators efficiently manage the logistics and transportation app like Porter, ensuring smooth operations, user satisfaction, and effective decision-making.

Admin management is crucial for overseeing and managing the operations of a logistics and transportation app like Porter. Here are some key features and functionalities to consider for the

Administrator management module:

Dashboard and Analytics:

- Provide an intuitive and comprehensive dashboard for administrators to have an overview of the app's performance, including key metrics, revenue, active users, and completed rides.
- Include data visualization tools and analytics to analyze trends, track growth, and make data-driven decisions.

User Management:

- Allow administrators to manage user accounts, including registration, verification, and profile updates.
- Provide the ability to view and edit user details, including personal information, contact details, and preferences.
- Enable administrators to suspend or deactivate user accounts if necessary.

Driver Management:

- Provide functionalities to manage driver accounts, including registration, verification, and profile updates.
- Allow administrators to review driver documents, such as licenses and vehicle information.
- Enable administrators to add, remove, or suspend drivers based on their performance or compliance with policies.

Booking and Ride Management:

- Allow administrators to view and manage all bookings and rides within the system.
- Provide features to track the status of bookings, assign drivers, and monitor ride progress.
- Enable administrators to handle exceptions or issues that may arise during rides, such as cancellations, delays, or disputes.

Pricing and Fare Management:

- Provide tools for administrators to set and manage pricing structures, including base fares, distance charges, surge pricing, and additional fees.
- Allow administrators to update pricing rules dynamically based on market conditions, demand, or special events.

Content Management:

- Enable administrators to manage and update app content, including text, images, promotional banners, and notifications.

- Provide a content management system (CMS) that allows easy editing and publishing of content across the app.

Support and Helpdesk:

- Include a support module for administrators to handle user queries, feedback, and complaints.
- Provide a ticketing system to track and manage support requests efficiently.
- Enable administrators to communicate with users or drivers directly for issue resolution.

Reports and Insights:

- Generate comprehensive reports and insights on various aspects of the app's operations, including user activity, driver performance, revenue, and customer satisfaction.
- Provide filters and customizable reporting options to extract specific data for analysis.

System Configuration and Settings:

- Allow administrators to configure and customize app settings, such as geolocation settings, payment gateway integrations, and notification preferences.
- Provide options to manage app permissions and roles for administrators themselves or other staff members.

Security and Compliance:

- Implement robust security measures to safeguard user and driver data, including encryption, secure access controls, and regular backups.
- Ensure compliance with relevant data protection and privacy regulations, such as GDPR or CCPA.

Remember, these features are a general guideline, and the specific requirements may vary depending on the scope and scale of your Porter-like app. It's crucial to consider your specific business needs, target audience, and compliance requirements when designing the administrator management module..

Payments and Financial Management:

- Integrate a comprehensive financial management system that allows administrators to track and manage all transactions, including user payments, driver earnings, and commissions.
- Provide options for generating financial reports, invoices, and summaries for accounting purposes.

User and Driver Management:

- Allow administrators to view and manage user and driver profiles.
- Enable administrators to verify and approve new driver registrations.
- Provide the ability to suspend or deactivate user or driver accounts if necessary.

Booking and Ride Management:

Admin

- Access and manage the entire booking lifecycle, including viewing and editing user bookings.
- Enable administrators to assign drivers to specific bookings or reassign them if needed.
- Provide options to track ride statuses, such as pending, in progress, or completed.

Pricing and Fare Management:

- Offer the ability for administrators to set and manage pricing rules, including base fares, distance charges, and additional fees.
- Allow administrators to define pricing policies for different vehicle types or service levels.

Vehicle Fleet Management:

- Enable administrators to manage the fleet of vehicles available for booking.
- Provide features to add, remove, or edit vehicle details such as capacity, type, and availability.
- Track vehicle maintenance and schedule servicing when required.

Analytics and Reports:

- Provide administrators with comprehensive analytics and reports related to bookings, revenue, driver performance, and user engagement.
- Include visualizations and data insights to help administrators make informed decisions and identify trends.

Dispatch and Routing:

- Offer dispatch features that allow administrators to assign rides to drivers efficiently.
- Provide route optimization tools to optimize driver assignments based on factors such as distance, availability, and capacity.

Support and Communication:

- Enable administrators to communicate with users, drivers, and support staff.
- Provide a support ticketing system to manage and resolve user or driver issues efficiently.
- Include chat or messaging functionality to facilitate real-time communication.

Promotion and Marketing:

- Enable administrators to create and manage promotional campaigns, discounts, and referral programs.

- Provide tools for administrators to analyze the effectiveness of marketing efforts and adjust strategies accordingly.

User Roles and Permissions:

- Define different roles for administrators based on their responsibilities, such as superadmin, manager, support staff, or dispatcher.
- Assign specific permissions to each role to control access to various features and functionalities within the app.
- Determine which roles can perform actions like user management, driver management, pricing adjustments, or generating reports.

Role-Based Access Control (RBAC):

- Implement RBAC to assign roles to administrators and regulate their access to specific app modules or functionalities.
- Assign permissions at a granular level to ensure administrators only have access to the necessary features and data.

Super Admin Privileges:

- Designate a super admin role with elevated privileges to manage overall system configurations and access all features of the admin panel.
- Limit the number of super admins and closely control their permissions to maintain security.

User Provisioning and Deactivation:

- Allow super admins or managers to create and manage administrator accounts.
- Provide the ability to deactivate or delete administrator accounts if needed.

Permission Management:

- Provide an interface for super admins or managers to assign or revoke permissions for each role.
- Allow fine-grained control over individual permissions to ensure administrators have the necessary access without compromising security.

Audit Logs and Activity Tracking:

- Implement an audit logging system to track administrator activities within the app.
- Record actions performed by administrators, such as user modifications, pricing changes, or system configurations.
- Maintain a log of timestamped activities to support troubleshooting and ensure accountability.

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Admin

Password and Account Security:

- Enforce strong password policies for administrator accounts, including requirements for complexity and regular password updates.
- Implement multi-factor authentication (MFA) to add an extra layer of security for administrator logins.

Reporting and Analytics:

- Provide reporting capabilities that allow super admins or managers to generate reports on user activity, driver performance, revenue, or any other relevant metrics.
- Enable administrators to analyze data and gain insights to make informed decisions and optimize operations.

Training and Documentation:

- Provide training materials and documentation for administrators to understand their roles, responsibilities, and proper usage of the admin panel.
- Offer ongoing support and resources to address any questions or issues faced by administrators.

Regular Review and Updates:

- Periodically review and update the roles and permissions assigned to administrators based on changing requirements or organizational structure.
- Conduct security audits to ensure administrators have appropriate access and privileges, minimizing potential risks.

Role Definition:

- Identify different roles within the administration hierarchy, such as super admin, managers, or support staff.
- Define the specific responsibilities, privileges, and access levels associated with each role.

User Management:

- Allow super admins or designated managers to create and manage administrator accounts.
- Provide options to add, edit, or delete administrator accounts and their associated roles.

Role Assignment:

- Enable super admins or designated managers to assign roles to administrators.
- Allow the flexibility to assign multiple roles to a single administrator if necessary.

Permissions Management

- Define and manage granular permissions for each role based on their responsibilities.
- Assign permissions to access and perform specific actions, such as user management, ride management, pricing management, or analytics.

Role-Based Dashboards and Functionality:

- Customize the admin dashboard based on the role of the administrator.
- Show relevant information and functionalities based on the assigned role, ensuring a focused and efficient user experience.

Role Modification and Revocation:

- Allow super admins or designated managers to modify or update roles and permissions as needed.
- Provide the ability to revoke or temporarily suspend roles or permissions for administrators if necessary.

WhatsApp chat: add chat WhatsApp messenger

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Google Map

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condition

Standardizations

Design Standards Contrary to the general perception designing web applications is much more than just putting in good looking graphics and flash components. It requires much expertise to able it to run smoothly. We ensure that by:

- Designing the web application to make sure that the web pages will appear without horizontal scroll bar in all resolutions.
- The web site can be viewed on all the four popular browsers i.e.
- Internet Explorer
- Firefox Mozilla
- Safari
- Chrome
- Uniform Navigations in all the web pages of the application.

Testing Standards

We make sure each of our services undergoes rigorous testing so that it becomes 100% free of bugs. All the standard methods of white and black box testing are in place to achieve this feat. We:

- Prepare the test cases based on design and functionality.
- Ensure a cosmetic bug test before delivery.
- Test the embedded links exhaustively to make sure no errors are there.
- Validate all web applications

- Implementing Cascading Style Sheets (CSS) for each of the application.
- All code will be compliant to W3C

Delivery Standards

Would promise to deliver the final project in the following ways

- Directly hosting on to servers mentioned by **Client** and deploys the application and database.
- A document briefing all details of the files and Database structure will be released after the final payment.

Progress Reporting and Communication

We will be available for conference with you anytime and you can reach us to discuss regarding the project through any means apart from this we will be giving a formal weekly report on the progress of the project and the status via e-mail.

Admin