

Technical Document – Annexure I of Transportation Booking Application

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Annexure I

1. Project Overview

✓ Business Need

Client is looking for an applications for booking transportation, where user can book the transportation vehicle for the same. User will be able to view the list of transport on the basis of current location and view the availability for transportation. Admin will have their own flow of application where they can view the upcoming bookings by the user. Admin can also cancel the upcoming bookings and tell the reason for the same.

✓ How the platform would help in achieving the business need

Over this platform we will provide users to register and view the list of availability for booking transport. User can book the transport by paying for the estimated amount for the duration. User can also cancel the booking and enter the reason for the same. Transport, upon booking user will receive the confirmation via notification that the booking has been made. Admin can also cancel the scheduled booking.

✓ Stakeholders

Actor	Task
End User	Users will view transportation service and book the same
Admin	Admin will manage the app from backend

✓ Project Scope and Development Deliverables

This project scope comprises of the following components to deliver:

- Design and Development of Mobile Application for End User (iOS & Android)
- Development and Integration of API
- Development of Admin Web Panel

2. Technologies

Development Phases		Tools & Technology
Requirement Gathering and Analysis	Proposal Drafting, SRS Writing and User Flow Diagram	Microsoft Office Word 2019 / Microsoft Office Presentation 2019 / Microsoft Office Vision 2019
	Wire Framing	Axure / UiZard
Development	Application	Flutter / React Native
	Web Panel/Website	HTML & CSS/ Angular
	Backend	Node.js / PHP (Laravel)
	Database	MongoDB / MySql
Version/s Supported	Android	9.0 and above
	iOS	13.0 and above
	Browser	Google Chrome, Safari, Mozilla Firefox
Quality Assurance & Testing	Test Cases	MS Office Excel 2019
	Testing	Manual

3. Features and Scope of Work

3.1. User Flow of End User Application

➤ Splash Screen

- The launch screen of the Application where end users will be able to view the company's logo.

➤ Authentication

• Sign In

- Users will be able to login into the application using the below details:
 - E-mail ID or Mobile Number
 - Password or OTP

• Forgot Password

- Clicking on this user would be redirected to the Forgot Password screen where user need to enter the below details:-
 - Email ID or Mobile Number (To receive the OTP for verification).
 - OTP
- After the OTP is verified user would be asked to mention below details in order to change the password:-
 - New Password
 - Confirm New Password

• Sign Up / Register (As Customer)

- Customers will be able to register using below details: -
 - First Name & Last Name
 - E-Mail ID/Mobile Number
 - Password
 - Confirm Password
 - Checkbox for Terms and Conditions

- **OTP Verification**

- Sign-up process has to be verified through mobile number/email ID

- **Home Screen**

- This screen would be the main screen of the application containing past bookings and list of available slots
- This screen would comprise of below details: -
 - Search Transport
 - My Bookings
 - Notification
 - Settings

Note:- If the service is on-going, users will view the current service on home screen

- **Search Transport**

- **Pick-up Location**

- The location access feature on the application will detect user's current location.
- User will be able to enter their pick-up location manually if it's different from the current one.
- Users can also select location by placing the pin icon on the map.
- User will be able to view and access the location address suggested by map.

- **Drop-off Destination**

- User will be able to type and enter the drop-off destination address manually in the application.
- User will be able to view the location address suggested by the map.
- Users can also select location from the saved destinations.
- User will be able to add multiple drop-off points.

- **View Preferred Taxi**

- User can view the details of seats in the vehicle
- User will be able to view the following details:
 - Users will be able to view price estimates.
 - Users will be able to view driver details like Name of driver, UIN no., Picture of driver, No. of rides completed, Vehicle name and
- User will be able to view the taxis available along with its slots, and user will click on **Book Now**
- **Book Now**
 - User will view the details of the transport along with the calendar for availability
 - User will select the date and time of booking on calendar
 - User can select payment mode and pay for the same
 - User will pay the amount in advance

Note: - In case of cancellation by the user, they will get refund and that would be done through the Admin.

➤ **My Bookings**

- User will be able to view the past and scheduled bookings on the application along with transport details, amount, vehicle details and contact number
- User will be able to view the cancelled, past and scheduled bookings on the application
- **Cancelled Bookings**
 - User can view all the details of the cancelled booking along with transport details and history
- **Past Bookings**
 - User can view all the details of the booking along with transport details and history

- **Scheduled Bookings**

- Users can view all the details of upcoming bookings with all the details along with date & time
- User will have option to cancel the booking and enter the reason for the same
- Refund will be initiated for the same from the Admin
- If the cancellation is done by transport, user will have option to get refund or get another transport for the same amount.
- If user select another transport, user will get next available slots for booking otherwise refund

- **On Going Service**

- User can view the current booking along with details
- User can also view the details of the transport for the current booking along with the amount paid

- **Notification**

- The notification would be on engagement and transaction basis.

- **Settings**

- Clicking on this user would be redirected to the screen displaying My Account details with below options: -
 - **Password**
 - Option to update the password.
 - **Email**
 - Option to view or update the e-mail ID

3.2. Administrator Web Panel

The back end of the platform will be power packed with an administrative panel to manage the updates of data at the application level, website level and as well as back end.

Admin will be able to login using username & password

Following would be the key functionalities:

➤ Dashboard

- Quick links for the given features would be given like:-
 - User Management
 - Bookings Management
 - Transactions Management
 - Availability & Pricing
 - Content Management

➤ User Management

- Admin will be able to manage the users from the backend.
- Admin will be able to activate/deactivate the account of the users from the backend.

➤ Transaction Management

- Admin can view all the transactions done by the users on the platform
- For cancellations, admin will directly refund the amount to the user in their bank account

Note:- Stripe connect will be integrated for the automation process of refund amount

➤ Availability & Pricing

- Admin can set the availability of the given day, week and month by selecting what time they are available for service
- Admin can set the pricing on the basis of per hour

➤ **Bookings Management**

- **Cancelled Bookings**

- Admin can view all the details of the cancelled booking along with user details and reason mentioned

- **Past Bookings**

- Admin can view all the details of the booking

- **Scheduled Bookings**

- Admin can view all the details of upcoming bookings with all the details along with date & time
- Admin will have option to cancel the booking and enter reason for the same

- **On Going Service**

- Admin can view the current booking along with details of the user

➤ **Notification Management**

- Admin can send push notifications to the users from the backend

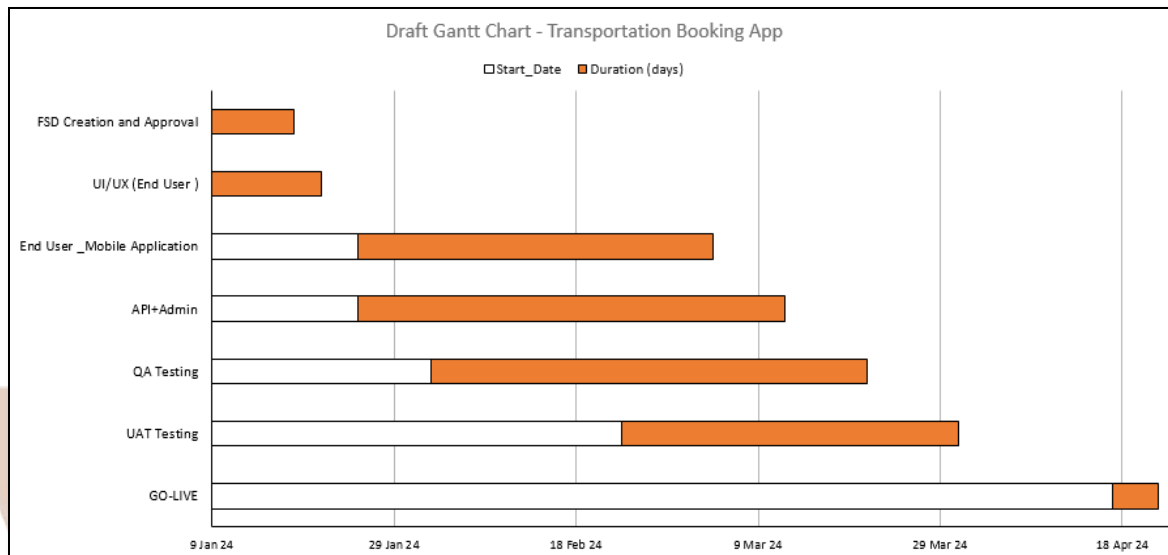
➤ **Content Management**

- Admin will be able to manage (Add/View/Edit) the static contents.
 - Terms and Conditions
 - Privacy Policy

NOTE- Client must provide all the 3rd Party APIs required for the development of the application.

4. Draft Delivery Timeline and Gantt Chart

Planned Project Start Date	Scheduled Project Completion Date
Project Duration*	98
8-Jan-24	23-Apr-24



*Project Duration would be met with a condition that the client responses are received on time.

5. Project Management

Before Project is awarded			
Business Analysis	Project Management / Software Development	Business Development / Sales	Accounting
1. Project Identify / Analysis	5. Project Evaluation by technical teams	12. Introduction call	19. Invoice submitted to Iris
2. Develop one-page proposal overview	6. Introduction call 1 on 1 interaction with Iris	13. Deliverables discussed with Iris	20. Payment received
3. Create project management overview	7. System appropriate services determined	14. Milestones discussed	21. Payment confirmation sent to Iris
4. Iris assigned to business manager GBM	8. Requirements / System application architecting	15. Project success discussed	22. Account forwarded to PM
<i>GBM: Global Business Manager</i>	9. Project needs analysis	16. Future growth alignment	
	10. Detailed proposal development	17. Detailed proposal provided	
	11. Cost and Time effort estimation	18. Payment instructions	

After Project is awarded			
Phase 1	Phase 2	Phase 3	Phase 4
1. Project manager assigned	6. Design, Development / technical teams assigned	12. Testing / Quality Assurance	16. Periodic project maintenance
2. Project initiation/ introduction call	7. Project start	13. Live server testing	17. Data backups
3. Online project profile created	8. Iris feedback on weekly	14. Final bugs issues fixed	18. Web site – System application upgrades
4. Weekly project meetings scheduled	9. Weekly project feedback session- 30 min	15. Campaign completed	19. On line marketing ** Optional
5. Reporting formats explained to Iris	10. Reports available on-line		
	11. Online Rebel catering access of PM system application		

6. Proposed Team of Project

The proposed team to achieve the deliverables in a time span of 20 Business Weeks comprising of 40 hrs./week is as follows

Designation	Availability
Project Manager	Part Time
Project Expert	Part Time
Designers	Full Time
Developers	Full Time
Quality Analyst	Full Time

7. Assumptions and Constraints

This section would have the list of all the assumptions that have been considered during the development of proposal accompanied with the list of constraints (i.e., technology restrictions) that would be beyond anyone's capabilities.

7.1. Constraints

- Separate Application for Drivers has not been considered in the featured scope. For that, it would endure additional efforts and costing.