**payparking**
**Garage Booking**

## Sumário

# i. Register Garage

## 1. Description

Enable a garage spot for parking. The user must be registered at the app for it.

## 2. Flow

The garage owner is the main and only actor of this use case.

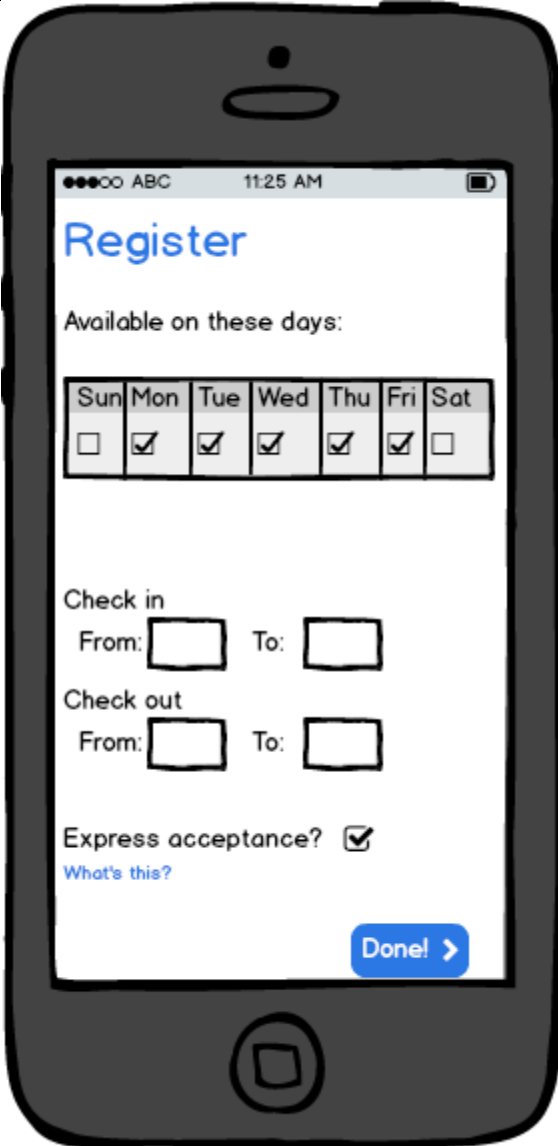| Wizard Screen | Step | Action |
|---|---|---|
| | 1 | Garage Owner selects garage option at the app |
| | 2 | Garage Owner selects option to create new garage spot |
| | 3 | Disclaimer is presented. Only permitted to continue after accepting. |
| Wiz Screen 01 | 4 | The following information is asked to the Garage Owner:<br>• [obligatory] Value for a day<br>• [obligatory] Type of vehicle that fits at the garage spot<br>• [obligatory] Address (user types and the map shows the location. The option "not this place?" is also shown)<br>• Picture of the garage<br>• [obligatory] Phone number (Show the number of the previous garage register, if exists. If not, show the same number of user registration, if exists). After typing a new number, the following caption must appear "payparking will send you a SMS for confirmation".<br>• [obligatory] E-mail (Show email of the previous garage register, if exists. If not, show email of user registration, if exists). After typing a new email, the following caption must appear "payparking will send you an email for confirmation".<br>• [obligatory] Registration data: Complete Name, CPF/CNPJ, bank info (bank, agency, account, name of the bank user, cpf/cnpj of the bank user) |
| | 5 | payparking API send a SMS to the Garage Owner that must be written at a modal/screen after garage registering. |
| Wiz Screen 02 | 6 | Garage Owner informs the availability of the garage by filling a table with week days |
| | 7 | Garage Owner informs check in and check out possible times |
| | 8 | Garage Owner informs if wants express (automatic) acceptance of booking or if prefers to be asked before rent the spot |
| | 9 | Garage Owner press option (button) to finish registering |
| | 10 | In the case of new e-mail informed, the app informs that the user will receive an email to confirm registering. |
| | 11 | In the case of new e-mail informed, payparking API send an email to the Garage Owner to conclude the registering |

### 3. Flow – Alternative Cases

| Alternative Step | Action |
|---|---|
| 3.1 | Garage Owner don't accept disclaimer: back to app's start screen |
| 3.2 | Garage Owner accepted disclaimer once: no disclaimer is presented. |
| 4.1 | Garage Owner don't fill all obligatory data: wizard don't go on |
| 4.2 | Option "not this place?" is selected: a map on a modal is shown for user inform it, exact location is asked by the phone. |
| 4.2.1 | After place is informed. A message is shown to the Garage Owner telling the address is under validation |
| 4.2.2 | [operational] If the user finishes the spot registering, the API sends a notification of new address to payparking admin. The spot will be suspended while validation |
| 4.2.3 | If the address is not confirmed, an email will be send to the user asking him to correct the information of the spot |
| 5.1 | SMS not received: - (no steps for now) |
| 6.1 | Garage Owner not informs data: ending button is not enabled |
| 7.1 | Garage Owner not informs data: ending button is not enabled |
| 11.1 | Garage Owner don't confirms the email receiving: spot is kept suspended |

**4. Interface Draft**

## ii. Book Garage

### 1. Description

Actions for the booking of a specific garage spot by a tenant. The user must be registered on the app for it.

### 2. Flow

The main user of this use case is the Tenant, but with some actions of the Garage Owner.

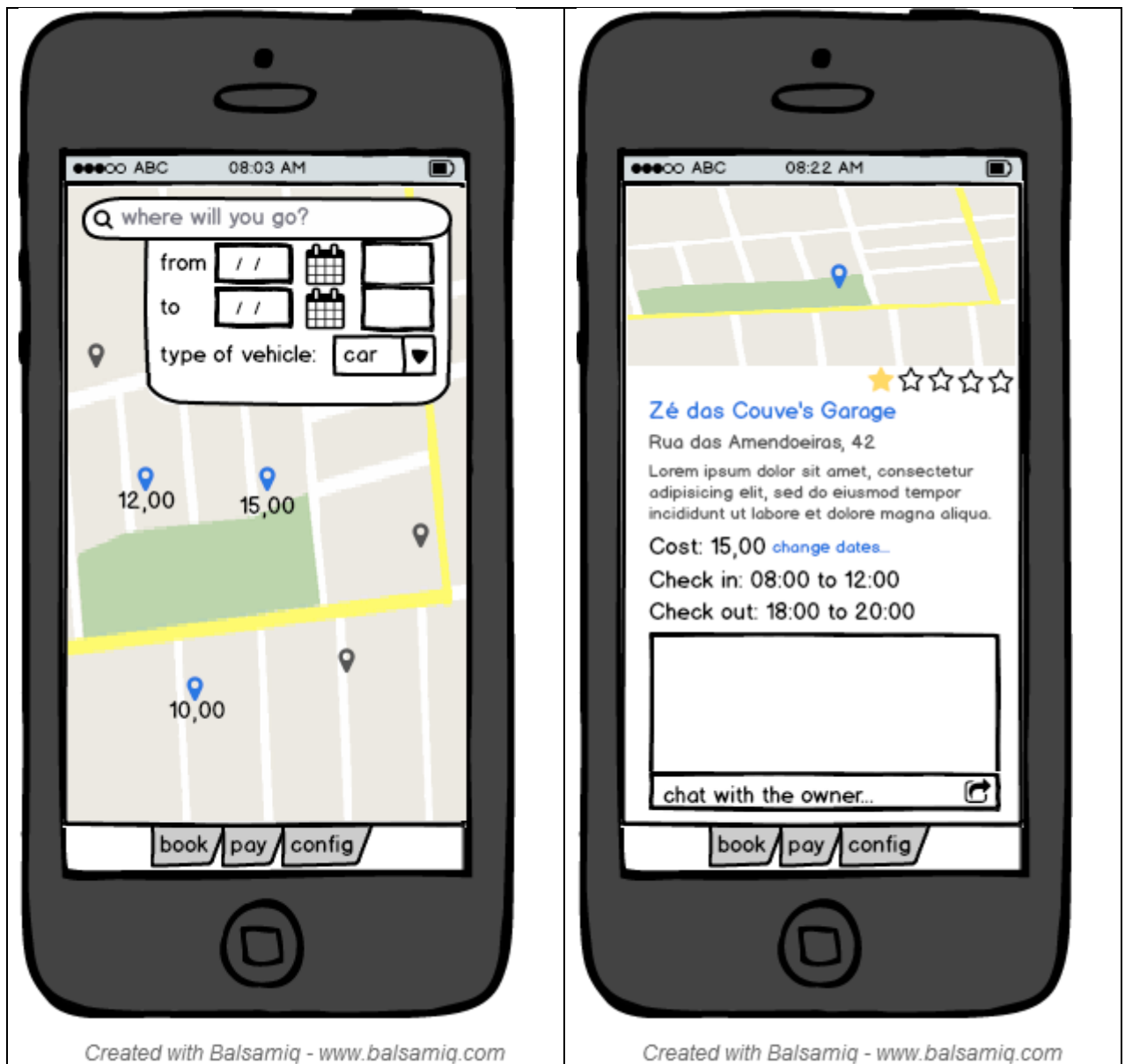| Step | Action |
|------|--------|
| 1 | Tenant select option of explore&book on the app |
| 2 | Tenant selects datetime range (not obligatory), address and type of vehicle (not obligatory). While the user don't select that, the map shows the current location. |
| 3 | The app (using pp's API) do the search based on parameters sent and shows available parkings/garages, with prices |
| 4 | If the Tenant clicks at any garage, the following data is shown:<br>• Type of parking (garage)<br>• Name of the Garage Owner<br>• Address<br>• Cost (if it's available)<br>• Check in / check out times<br>• Valuation (stars)<br>• Text field to ~~enter in contact with~~ send email to the garage owner<br>• Garage description |
| 5 | If the Tenant decide to do the reservation, a modal to confirm the dates is shown |
| 6 | payparking informs the Garage Owner via notification and email about the interest in the booking |
| 7 | If the Garage Owner accepts the reservation, the user is notified to confirm payment data |
| 8 | The value is reserved on credit card, but not yet charged |
| 9 | After confirmation, the API send emails to both |

### 3. Flow – Alternative Cases

| Alternative Step | Action |
|------|--------|
| 2.1 | If the Tenant doesn't inform the type of vehicle, the app should search for the type of the car last informed. If there's none, it must use conventional car as default |
| 3.1 | If the Tenant doesn't inform the range of dates and times, the daily price mustn't appear |
| 4.1 | If the Tenant hadn't informed the range of dates and times, will appear a button to "verify prices and disponibility", that opens a modal of datetime range. After informing it, the costs and availability is updated |
| 4.2 | Booking intelligence: if there's more than 90% of availability of some garage, or if the check in / check out times are close till 1 hour of the searching parameters, the garage will be shown in a different color and different colors/texts on availability and/or check in / |

| | check out times. |
|---|---|
| 6.1 | Express booking: if the Garage Owner accept the feature, all step 6 is bypassed |
| 7.1 | [API] The Tenant have 24 hours to confirm the payment or his solicitation will be deleted (1 hour if it lasts less than 24h to the booking time). Any other Tenant can book and confirm before if this user hadn't confirmed. |
| 8.1 | If the charging on credit card is not accepted, the user receives the information of failure (via notification and email) and is directed to the payment screen for changing the credit card info. The confirmations limits (24 hours or 1 hour) are renewed as soon as the notification is send. |

## 4. Interface Draft



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# iii. Handshake

### 1. Description

Collection of actions for the time when the usage of the garage spot is about to happen.

### 2. Flow

| Step | Action |
|------|--------|
| 1 | payparking send notification of check in time to the Tenant |
| 2 | Tenant inform that he's in the place |

### 3. Flow – Alternate Cases

| Alternate Step | Action |
|------|--------|
| 2.1 | Tenant informs that didn't arrive |
| 2.1.1 | App give the options:<br>• On the way<br>• Quit<br>• Address not found |
| 2.1.1.1 | Tenant chooses "On the way" |
| 2.1.1.2 | App shows field to inform the estimated arrive time (not obligatory) |
| 2.1.2.1 | Tenant chooses "Quit" |
| 2.1.2.2 | payparking informs to the Garage Owner that the Tenant quit going |
| 2.1.3.1 | Tenant chooses "not found" |
| 2.1.3.2 | App give the options:<br>• Call<br>• Talk to the Garage Owner<br>• Make a complaint |
| 2.1.3.2.1 | Tenant chooses "call" |
| 2.1.3.2.2 | App uses phone app to call to the Garage Owner |
| 2.1.3.2.3 | Tenant chooses "Make a complaint" |
| 2.1.3.2.4 | App shows text area (not obligatory) and "send complaint" button |

**payparking**

**4. Interface Draft**



### First screen (08:46 AM)

Zé das Couve's Garage
Rua das Amendoeiras, 42

Got at the garage!

Didn't got there... :(

### Second screen (09:25 AM)

Zé das Couve's Garage
Rua das Amendoeiras, 42

I'm on my way!

I expect to get there at

I quit going

I didn't find

Created with Balsamiq - www.balsamiq.com

# iv. App Start

Caso de Uso: Iniciar aplicativo - Fora de estacionamento/Sem localização

### 1. Description

Start screen for when the user is in or out of a parking or garage.

### 2. Flow

| Step | Action |
|------|--------|
| 1 | When opened, the app must check with payparking API if its location fits in any parking that accepts payparking's payment with a range smaller than 100 meters |
| 2 | If it fits, the screen must be changed to [4. Interface Draft -> Inside parking] |
| 3 | If doesn't fit, the screen must remain the [4. Interface Draft -> Outside parking] |

### 3. Flow – Alternate cases

| Alternate Step | Action |
|------|--------|
| 1.1 | If there's a conflict between 2 or more parkings, or if the user location fits 2 or more parkings, the screen must be [4. Interface Draft -> Outside parking] |
| 1.2 | If the range of the user in the map is bigger than 100 meters, the screen must be [4. Interface Draft -> Outside parking] even if the it fits in a parking |

**4. Interface draft**



Outside parking



Inside parking

# v. App Start – Check in

### 1. Description

Start screen for when the user is on check in time.

### 2. Flow

| Passo | Descrição |
|-------|-----------|
| 1 | When it's on check in time, there will be notifications for the user to do the check in |
| 2 | If the user open the notification or enters in the app, the start screen must be the one of [4. Interface Draft] |

**3. Draft de interface**

Zé das Couve's Garage
Rua das Amendoeiras, 42

Got at the garage!

Didn't got there... :(

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## vi. App Start – Out of Parking

Caso de Uso: Iniciar aplicativo - Fora de estacionamento/Sem localização

### 1. Descrição do caso de uso

| Passo | Descrição |
|-------|-----------|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | |
| 8 | |
| 9 | |
| 10 | |
| 11 | |

### 2. Casos alternativos

| Passo | Descrição |
|-------|-----------|
| | |
| | |
| | |
| | |
| | |
| | |

### 3. Draft de interface