Bikemech App: Webased

Three Interface:

1. User interface-App

2. i. Franchisee Interface App- Branch Admin and Employee App (Mechanic and Non Mechanic- Role based) access.

   ii. Local Garage Interface- Leads Will be provided to third party garages where we don't have our branch. Garages will be able to register themselves on the App(Outside Network Branches)

3. Company Interface

User interface-App

1. Signup- Will capture information like- Name, Number, date of birth(Optional), date of anniversary(optional), mobile number verification will be done

2. Insert your bike details (All optional)
    Following details should automatically be pulled up
    A.   Bike Model and year of purchase
    B.   Insurance valid till…..
    C.   Pollution Valid till….
    D.   RC book Number…..
    E.   Daily Usage Run
    F.   A gallery to Keep All his bike Documents.

SERVICE SECTION

For Bikemech branch

3.1   Booking for foam wash- Pickup and drop optional with Charges

3. 2. Booking for Service-Pickup and drop optional with Charges

3.3.Booking for Repair.-Pickup and drop optional with Charges

If Bikemech Branch is not available then Third Party Branch if any will be shown to user in that area.

Need to Capture complete address or use saved address in all of the above in case of pickup and drop.: Also an option to add his remarks regarding technical issue in the vehicle.

Scratch will be available for new registration. If refered by someone, the person who has refered him will also get a Scratch card. (Scratch card reward will be Uploaded by Admin Branch and it will be issued randomly)

        a.   Find Service Record- Details of all past job card services of the same vehicle with us.

Having issues with your Bike- Need help- Connect via whatsapp to Support system to get your   query answered.

AMC Card will be available to customer who have purchased AMC card-

AMC Card will Have

 3 General Service

2 Foam wash

1 on road assistance within 2km

With Unique AMC Card Number like a Credit card

As an when any of the service will be used, the remaining service will be shown. With a summary of past usage of the services

When Bike is received at Service Center-

1. Customer can download a copy of the Job card prepared by service center
2. Customer Will get a notification when his bike servicing work commences.

Say as per Job Card 10 work points are created,

Customer will See work in Progress as

. Point number - Nature of work-Works status- for Example to Change a Chain Spoket with work no. 7

 Work no. 7- Change of Chain Spoket- Work Not commenced-

 work Progress status will be updated as work will be done for example when work commences on.

 Work no. 7- Change of Chain Spoket- Work commenced-

 Work no. 7- Change of Chain Spoket- Work Under Progress

Work no. 7 - Change of Chain Spoket- Work Completed

When a spare part is being changed, the technician will need to take pictures of the Part damaged, Pics and Mrp of the product being replaced, Pics after that part is replaced. The customer will receive these images in his whatsapp.

If Customer does not wish to receive these images then he can turn them off from his- Don't send work in Progress pics

3. Customer can see his bike getting serviced on his app tracking status
4. Customer will get alert when his bike is ready for handover.
5. Any discount coupon he has got need to share with center to adjust from Bill.
6. Customer can cancel online booking done by him or her.
    Customer can rate the Service after he is handed over the bike for Bikemech Service center user

Cleaniness rating

Staff rating

Mechanic rating

Overall experience rating

Apply for Franchisee

Apply for Job-

Service Center Interface: Web based and App based

1. When a Bike is received, Center can receive the bike by entering following details
    1. Customer name ````````````and Number
    2. Bike make and model.

 A link will be sent to customer to install the app: SMS and Whatsapp both.

   A job card will be prepared. Customer can access the same in his app, the same will be sent in his whatsapp as well. Service center can also take a printout and share the same if customer does not have a smart phone.

After saving the job card- Center will assign a delivery time and date to customer.

Center will perform task for job card number wise- Nature of work wise.

Center will assign bike to Mechanics and the same need to be serviced mechanic wise.

(Mechanic id need to be created and marked absent and present for salary and attendance)

Job card will be shared Printwise or digitally(Whastapp) with Mechanic

Mechanic will also get a login id and password. Where he will be able to open Job card and work on it.

Job card can be modified however the same will be sent to customer every time it is saved.

Center will get an alert 30 min prior to Promised delivery time. Center need to inform customer if more time is needed for internal issues with bike or otherwise and modify the delivery time same will be communicated to customer app wise and also on whatsapp.

Center Will have an option to stop taking online booking with pickup support, but continue online booking without pickup support for the day.

In case if he chooses to stop online booking with pickup only but is willing to accept online booking without Pickup support then - the same will display in consumer app as, "Today we are not accepting any more pickup request as our pickup agents are completely occupied however you can drop your vehicle at our center"

Center Will have an option to stop taking online booking without pickup support for the day if they are over booked- the same will display in consumer app as, " today we are not accepting any more booking as our Center is completely occupied as we may be be able todeliver your vehicle on the same day. Please do come back tomorrow"

If the center is closed on Certain day- Customer will see in the app- "Hi We regret to inform you that we could be of no service to you today, as our center is closed due to-(Reason assigned by branch). Do submit your request and we will contact you on priority as soon as we resume operation again.- A option to submit request

With details(For customers):

Every online booking has to be confirmed by Service center. Service center authorized person will get a whatsapp notification everytime an online booking request is received or cancelled.

Admin panel-

Franchise will have a hierarchy: Zonal Branch, Regional Branch, Single Unit Branch- Bikes will be sold across all branches.

        If Customer Is assigned to any branch or if customer select any Bikemch branch located near the customer area:

1. See Branchwise assigned customer data and all others data not assigned to any branch
2. Assign branch to any customer.
3. Access Job Card for each customer when needed-
4. See Branch ratings by customer and export report based on rating given to mechanics and to center of different parameter.
5. Access mechanic details by branch wise

For Customer who choose Partner Branch-

To which branch customer is assigned for follow up with the partner branch. To Upadate system for non Partner Branch as Pickup done, Work began, Work completed, Pickup refused by partner branch.

While creating partner branch- branch details will be captured. When Once Work is competed automatic invoice will be sent to partner branch for payment of commission: Rs. 200

Additional features on app:

1.. Banner customization.

2..Customer will be offered an option to sell his Bike. Customer can upload pics with details like- Km run, date of purchase, bike model, any accidental damage or repair or not. Or any other information needed to Value the Bike

3. Customer can Buy a Bike form us. All the Bike transferred to that branch will be shown in the app.

How does Bike Pics will be displayed? For very Bike Purchased by us an item code(Random) will be created using rc number and a Barcode will be printed using the Same Barcode number to be pasted on the bike for all future reference. All Pics uploaded using that image will be transferable branch wise wherever it was last received. The Bikes will be repaired at regional branches, the Bikes will undergo repair and will be marked ready after proper Photo's are uploaded. All bikes will be tested for quality before marked ready for sell. The details of the quality officer certifying the Bike as OK will need to be recorded. When the Bike is transferred from one branch to another, its picture will be shown at the last branch where it was last received. In case the Bike is Sold, all KYC documents will needed to be scanned and uploaded in the system of the Purchaser.

Audit: Every branch will have to undergo periodic audit where they will scan each bike they have in stock. Any missing bike with value will be notified to Zonal Branch.

The value of all the bike present in each branch will be displayed in the Dashboard of each branch and the same will be available to regional and Zonal branch.

Centers Will be able to See the details of Each Bike model wise uploaded by Admin like, the most common problem, their solutions, diagrams of Engine, Diagrams of wiring and others.

JOB Card-Open.

Caputre the KM reading on Bike Arrival-

Capture the Fuel

Nature of Service- Washing, Servicing, Repairing, Servicing and Repairing

Capture of Maximum Possible Data

Average Daily Run:

Customer Voice.

Mechanic Voice-

Prepare Job List.

Expected Delivery Time- Need to enter, Not Sure- Will Confirm after Inspection

Job card Will be assigned to mechanics. If Required it can be Co-assigned or reassigned to other mechanics

Mechanic or Employee App:

See Assigned Job Card, Open Job Card, If need add further Job to the List or delete the list, Add spares if any repaired or added, can add brand name and/or Spare part number.

If major Issue- can Update- Need time, or and remarks explaining the delay for Exampe- Need to Take it to lead for Grinding or to Welder for Welding.

Save the Job Card.

If the Vehicle is repaired the Close Job Card.

A job Card closed can be reopened up to a period of 18 days by any mechanic and upto 90 days by the admin of the Branch.

Spares

In Spares

Customer will be Shown Spares of the Bike he has added:

Spares Will be Shown in Category:

1. Braking
2. Electrical
3. Engine and Fuel Systems
4. Transmission
5. Suspension
6. Body Parts
7. Engine Oil

Any order Placed will need to be confirmed. Orders can be processed partially or fully. Order fulfillment will be done only by Admin Branch(Employee role based)

Bikes

New Bikes- If Availble with Franchisee branch

Old Bike-If available with Franchisee branch

EV Bike- IF available with Franchisee Branch.

Details of the Bike will be displayed along with Pictures based on the data entered by Admin.