# VICT Mobile App for Truck Driver

At VICT, gate operating system with internet truck booking enables automatic landside operation, landside business process flows autonomiously from a booking to delivery. However, handling unexpected business interruption costs customer time and resources due to lack of customised and targeted communication channel.

## Overview

This document will explore developing mobile app platfome as solution to enable tailord customer experience and minimise impact of business interruption caused by high traffic or machine breakdown. Also, VICT can utilize mobile app as a platform for any future business use cases for customer by building mobile app platform. Business stakeholder has to validate proposed solution and agree to invest a resource to deliver the solution.

## Context

Even though VICT’s gate system infrastructure designed in mind of autonomious business process, it is not enough to handle an edge case such as machine or software breakdown.

Automatic gate kiosk wasn’t designed to handle them. There are an email notification and a message on LED boards but they are hard to reach individual truck driver and send particular messages or instructions.

Mobile **APP** can fix these problems by reaching target drivers with tailored information and instruction, so VICT can minimise impact of unexpected business interruption and customer can be informed simultaniously to avoid any futile travel.

As a platform, VICT can develop business use case and implement a solution by Mobile **APP**

## Existing Solutions

* Email notification - VICT notifies non-serviceable by an email when yard machine or automatic software is unavailable, but message is distributed to general trucking community not to specific target who might be affected by system glitch.
* LED board - message or instruction can be delivered to only truck parks at the location where the board is visible.
* Kiosk - doesn’t have capacity to deliver customermised message and driver should interact with kiosk.

## Proposed Solution

Smart phone is personalized equipement, once truck license number or driver MSIC can be associated with driver’s personal smart phone, it could be tailored communication platform. The truck visit manifest in 1STOP booking system includes truck license or driver’s MSIC, so **APP** can associate truck bookings with driver’s smart phone.

## Goals

| Goal | Non Goal |
| --- | --- |
| Support latest version of iOS and Android version | Old version of iOS and Andriod |
| Truck license number is a key | Driver MSIC as a key |
| Utilise in-house resources |  |

## APP Features

* Register truck registration numbers - user can add truck license numbers in **APP**. User can add and remove truck license anytime. It won’t allow the license number doesn’t existed in TOS, in that way system can reduce unneccesary query.
* Job notification - **APP** will notify a job details when truck manifest is created to a truck which is registered in driver’s **APP**. Job details including trucking company, appointment time and job details.
* Notify non-serviceable machine status - **APP** will send outage notification to the drivers who has a pick up job in the area affected by machine breakdown. Terminal operator needs to specify non-serviceable machine and affected VBS zones in **APP**.
* Notify job cancellation - **APP** can trigger a notification automatically when VBS appointment is cancelled.
* Routing advice in yard - **APP** will notify next route location automatically when passing ingate or finishing a job in a block.
* Callup - **APP** can callup particular truck in the CFZ when terminal operator calls a truck from **APP**.

## Non Functional Requirements

* **APP** will be deployable to iOS, Andriod and Web. Terminal operator will interact to **APP** through web version.
* Authentication with user’s email - User shall create user account which including username, email and password
* Authenticate with user’s social login e.g. Apple, Google or Facebook
* TOS will publish gate booking and events through message queue.
* Mobile **APP** performance profile
* Monitoring Mobile **APP**

## Solution Diagram

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## Resource Requirements

| Resource | Time & Cost |
| --- | --- |
| Build Mobile APP | 0 weeks |
| Build Web APP | 0 weeks |
| Build Message Integration between TOS & APP | 0 weeks |
| Cloud Notification & Storage (Firebase) | $ |
| iOS develop environment | $ |

## Milestone

| Phase | Schedule |
| --- | --- |
| Define product scope | Oct 2021 |
| Build mockup product | Nov 2021 |
| Product Trial | Mar 2022 |
| Publish Product | Apr 2022 |

## Wireframe

|  |  |  |
| --- | --- | --- |
| Home Screen | Notice Board | Current Job Status |
|  |  |  |
| Fleet management | Settings |  |
|  |  |  |