# About the client

COSAND VENTURES LIMITED (COSAND) is a Kenya based organization that centres its focus on Transport Domain. The company is led by a team of equally young, dynamic & agile management that has a keen interest in amalgamation of technology and their respective domain. This project is an initiative by the management to align the operations of the company with the cutting-edge technology and leverage on the benefits provided by ICT solutions to achieve high efficiency. The entire exercise need to be focussed at developing a Web-Application and Mobile-Application that gels with their operations while optimising organization’s activities.

# Business Process

COSAND is operating as an intermediator between the Client and Vendors by administering the processes and control the deliverables. COSAND will launch this application in order to provide a platform for managing the processes. Following are the steps involved in the business process as desired by the COSAND team:

Actors:

* Transporters: Owns lorries varying capacities
* Drivers: Works for Transporters and drive the lorries
* Turnboy: Works with Drivers and assist in transportation activity
* Customer: Provides jobs to be completed by Drivers and Turn boys. Makes payment to Transporters
* COSAND: Manages the interaction between Customers and Transporters

*Processes Involved:*

Transporter Sign-Up

* The transporters are signed-up into the Application. A detailed KYC (Know Your Contact) information needs to be acquired from the Transporter as follows:
  + Contact person information
  + Company information with company contacts
  + Personnel information i.e. Drivers, Turnboys, Accounts
  + Assets Information i.e. Trucks details
* Each transporter is thoroughly vetted into the system before account is created. This follows a series of approvals in a Workflow scenario
* Each Asset is also approved before adding to the system.
* Drivers and Turnboy will be trained and certified before adding to the system. A dedicated training program will be managed by COSAND to ensure this condition is satisfied.
* A Truck is linked to Driver and Turnboy. This combination is called a “SET”. Once created, a SET can’t be changed without approval since the system tracks its functions based on sets

Client Sign-Up

* A Client may sign-up anytime by using either of:
  + Mobile App
  + Web App
  + USSD
  + Calling to office
  + Physically coming to office and filling a form
* A client shall be vetted accordingly

Job Management

* The driver goes to pick-up points and fills the lorry with material. Thereafter logs into the Mobile App and clicks on “Sign-In” button. This will make him visible on the APP RADAR and jobs could be assigned to this person
* The client posts an inquiry on the system by using either Mobile App, Web App or USSD platform. While posting inquiry the Client selects the following:
  + What product is needed
  + How much is needed
  + What type of lorry is needed i.e. 40 T, 10 T, 7 T etc
  + Where is it needed i.e. Location

Based on the above parameters, the System will compute Amount payable. The client can pay using Mobile Money or Cards online. Clients using USSD shall be paying only by MPesa.

* The payment reaches COSAND, following this, the System broadcasts the job to all the Drivers who have signed in with loaded Lorries that are parked at a location nearest to the Destination selected by the Client
* The first driver to click on “Accept Job” button on mobile app, will get the job. Accordingly the Client gets SMS stating the following. Clients on Mobile App will get the same details on App too.
  + Driver and Lorry details
  + Starting time
  + Expected Time of Arrival (ETA)
* When the driver reaches the destination, he clicks on a button “Arrived” on the Mobile App. This will close his trip. A SMS is sent to the Client stating that the driver has reached.
* The driver will be presented with a form that need to be filled by the client. The driver hands over the mobile to the client for filling. The client fills the following details and clicks on “Submit” button
  + Driver Rating
  + Comments
* When the Submit button is clicked, a SMS is sent to the client’s mobile with OTP (One Time Password) which the client needs to enter in the form on driver’s phone
* This will confirm that the job is complete, and client has received the materials
* The client gets one more SMS stating that if there is an issue, COSAND could be informed within stipulated time. If a complaint is registered within this time, then the payment is not made to the Transporter until the issue is resolved. Once the issue is resolved, or the client does not raise any issue within the time, the payment is transferred to the Transporter via MPesa, less commissions charged by the COSAND
* The driver is made disabled on the App after the job completion until he picks up more material from the site and clicks on “Sign-in” button again

# Process Expectations

The following are major outcomes that are expected out of the system after implementation:-

1. Efficient Customer and Transporter management
2. Inventory management with multi-parameter pricing
3. Swift quotation mechanism with zero errors
4. Swift & sure follow-up on the issues
5. Timely closures on jobs and issues with tracking on cancelled jobs
6. Driver & Lorry management
7. Integrated payment system
8. Seamless connectivity between clients, transporters and COSAND
9. Delivery management
10. Asset Management
11. Delivery administration at various locations
12. Real-time reports generation and retrieval
13. Efficient book-keeping, taxation analysis, bank reconciliation etc.
14. Robust database security system
15. Mobility provisioning
16. Integrated alert system covering various aspects of operations with alerts to be produced using Email and SMS
17. Fully integrated online system