Strive – Functional Requirement Specification

Module Name: Customer Mobile App

Document Name: Functional Requirement Specification

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10/09/2019	0.1	Initial Draft – Customer Mobile App	Madhuri	Ramkumar Rajendran	Seth Narayanan
10/30/2019	0.2	Updated the notification settings based on client feedback	Madhuri	Ramkumar Rajendran	Seth Narayanan
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Table of Contents

CR 1 Introduction

This document provides a high-level overview of the Customer mobile app module. This document will present the specifications required for the Strive customer mobile application.

CR 1.1 Navigation

The customer will have access to open the Strive customer mobile app from any android/iOS phone. On opening the app, the user will be navigated to the login page and can use appropriate credentials to login to the Customer Mobile App. The user will be navigated to the home screen upon logging in the portal.

CR 1: Login/Sign Up

CR 2: Login Page -> Home

CR 3.1: Login Page -> Schedule

CR 3.2: Login Page -> Deals

CR 3.2: Login Page -> Account

CR 3.2: Login Page -> Contact Us

CR 2 Login Page

The login page will display fields 'Email' and 'Password" and login button. If the customer is a new customer, the user will be able to sign up by selecting the "Sign Up" link below the login button respectively. Once the user selects "Sign Up", the system will navigate the user to a screen where the user shall be able to input the following information:

1. First Name
2. Last Name
3. Email
4. Password
5. Confirm Password

Once the user has inputted these values, the user shall be able to select "Submit" and the system will navigate the user back to the "Login" screen where the user shall be able to login using their "Email" and

"Password" as registered. If the user inputs incorrect credentials, the system will display a message "Incorrect Credentials, please try again! "below the Strive Logo.

CR 2.1 Exception Handling

Description	Activity	Post Condition
Incorrect Username or Password	System alerts user with warning message "**Username or password was incorrect.**"	Screen refreshes and loads the login page.
Username or Password not entered	System alerts user with warning message "**Username or password was incorrect.**"	Screen refreshes and loads the login page.

CR 3 Customer Mobile App

The Strive Customer mobile app can be accessed from the android or iOS app store. On selecting the app, the application would provide the feature set as explained further in the document. The navigation bar below shall display 6 icons to provide check-in services to the user as below.

1. Login/Sign-up/Logout
2. Home/ Wash Times
3. Schedule
4. Deals
5. Account
6. Contact Us

CR 3.1 Login/Signup/Logout

The customer will be navigated to the "Login/Sign-up" module once the user selects "Strive" mobile app. The user shall be able to login to the application using valid credentials if the customer is already a registered user. If the customer is a new customer and does not have the appropriate credentials to login, the user shall be able to sign up or register as a new user by selecting the "Sign-up" button below the login screen and the system will navigate the user to a registration form. The user shall be able to input the following information to register as a new customer.

1. First Name – This field will be a text field which will accept alphanumeric characters and symbols
2. Last Name - This field will be a text field which will accept alphanumeric characters and symbols
3. Contact No. - This field will be a text field which will accept numeric characters and symbols
4. Address - This field will be a text field which will accept alphanumeric characters and symbols
5. Email ID - This field will be a text field which will accept alphanumeric characters and symbols
6. Password - This field will be a text field which will accept alphanumeric characters and symbols.
7. Confirm Password – This field will also be a text field which will accept alphanumeric characters and symbols. This field must match the "Password" field and if the password inputted here is not similar to the "Password" field, the system will display an error message "Passwords do not Match. Please re-enter password. "
8. Submit – This will be a button that will save the new user information and create a new user profile once the user selects "Submit" and navigate the user back to "Login" screen.
9. Cancel - This will be a button that will navigate the user back to "Login "screen without saving any information or creating a new user.
10. Logout- Once the user logs in to the application, the user shall be able to logout of the application by selecting "Logout" button available on top right corner of the application. The system will display a warning message to the user "Are you sure you want to logout? "with "Confirm" and "Cancel" as options for the user to select. If the user selects "Confirm" the system will navigate the user back to the login screen after successfully logging the user out. Further, if the user selects "Cancel", the system will navigate the user back to the "Home" module without logging the user out.

CR 3.2 Home Page

The user will be navigated to the home screen after successful login through the login page of the Strive app. The home screen/dashboard shall display the Wash times by store/location as shown in the mock below.

Further, the app will also allow the user to navigate between other modules such as Schedule, Deals, Account, and Contact Us. The system will refresh the wash times for each location every 5 seconds automatically. The user will also have the ability to refresh the wash times by selecting the "Strive" icon to manually refresh the wash times displayed.

The user will be able to view the location address and navigate to each location by selecting the desired location. Once the user selects the desired location from the list as shown below, the system will navigate the customer to "Google Maps" for android users and "Apple Maps" for iOS users. The system will also ask the user if they want to start navigation to the selected location, if the user selects "Start Navigation", the system will start routing the user to the selected location as long as the location services are enabled for Strive app and Google/Apple maps.

If the location service has been disabled, the system will prompt to the user "To use this functionality, enable location services from settings in your device.", and once the user enables the location services, the system will route the customer to the selected location. The user shall be able to navigate back to the application home screen by selecting "Back" button on top left corner of the "Google/Apple Maps". The user shall be able to navigate to a different location by selecting the desired location from here.

Further, the system will auto refresh the wash times when the user pulls the browser down. The system will display a help message for the users reference the first time the application is downloaded by the user guiding the user regarding the refresh wash times instructions "Please pull the browser down to refresh wash times" with a close button on top of it to close the instruction.

If the customer is within a 1-1.5 mile radius of any of the store locations, the system will need to send a notification to the user asking if they would like to be routed to the corresponding store "Mammoth Detail is within 1 mile radius of your current location, would you like to add a stop and navigate to Mammoth Detail?", if the user selects " Confirm" the system will navigate the user to the corresponding store.
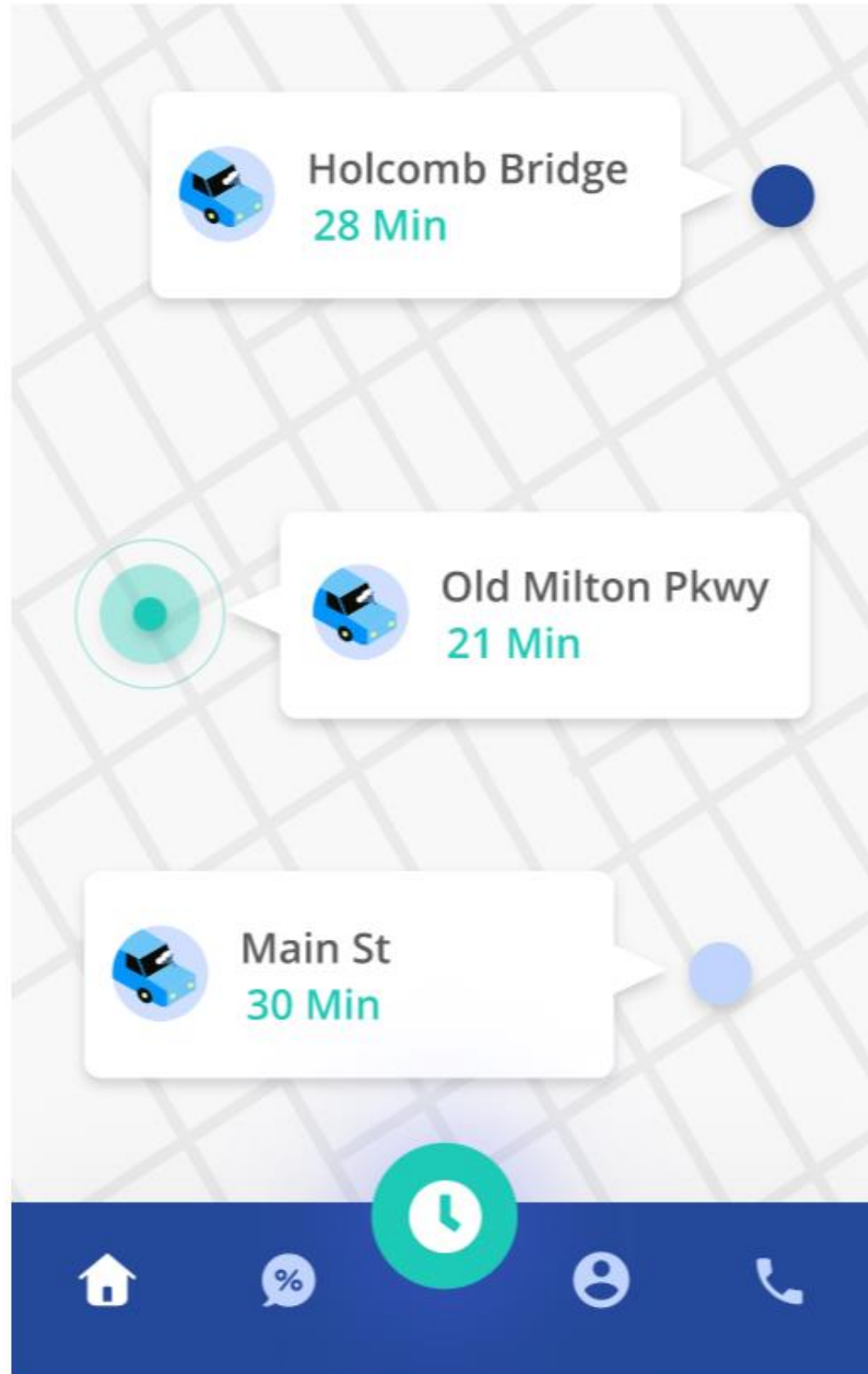
CR 3.2.1 Notification Settings

The customers will be able to switch on and off notification by selecting the "Settings "icon located on the top right corner of the customer mobile app respectively. Once the user selects the "Settings" icon, the system will display a modal window with "Notifications On/Off "button. By default, the notifications will be switched off. If the user switches the notification on, the system will display the following options for the user to choose from:

1. Notify me when I am near 1 mile of Mammoth

2. Notify me when I am near 1 mile of Mammoth and when the wash time is less than 35 minutes

3. Notify me when I am near ½ mile of Mammoth and when the wash time is less than 45 minutes

The user shall be able to select the close icon after selecting the desired settings and the system will navigate the user back to the home screen respectively. Based on the users' selection, the system will display a push notification based on the settings chosen.

CR 3.3 Schedule

The user shall be able to schedule the detail services by selecting the "Schedule" icon and the system will navigate the user to the Genbook screen where the user will be able to schedule a detail service by selecting the date, time and location of service. Further the user shall be able to input all the profile details such as full name, address, contact info, payment info? etc. to schedule the detail appointment. The user shall have the option to select "Book" or "Cancel" after inputting the requested information. Once the user selects "Book" the system will schedule the detail appointment for the selected date and time and send a confirmation email to the customer, and the system will automatically send the schedule info email to the "Manager", "Owner" and "Admin" for the corresponding store location. On selecting "Book", the user shall be navigated back to the schedule module and the system will display the Genbook home screen and the user shall be able to schedule another detail using Genbook.

Once the user has scheduled a detail, the user shall be able to view all the past schedules by selecting the "Past Schedules" icon on the nav bar as shown in the mock above.

The following functionality will be updated based on clarification from client.

The system will display the list of all the past details scheduled with the following information such as:

1. Ticket No.
2. Barcode no.
3. Location
4. Service
5. Additional Services if any
6. Date and Time
7. Vehicle Make
8. Vehicle Model

9. Vehicle Colour
10. Cost with Upcharge

The user shall be able to view reviews and store related contact information in Genbook as well. Further, the system will display a push notification once the car detail/wash is complete. Once the cashier/check out bay person checks out the customer from the Checkout module using the internal web app or the iPad mini app, the customer will receive a push notification on their mobile phone "Your car is ready for pickup. All the services are now complete. Thank you! " . The user will be notified under the following circumstances:

1. If the customer has paid, and the services are completed, the customer will receive a push notification as specified above.

2. If the customer has not paid, and the services are completed, the cashier/manager/finish bay person would have placed the car on hold, and if they had put it on hold, the system will generate a push notification to the customer as "Your car is ready for pickup. All services are now complete. Kindly pay at the finish bay/cashier desk and collect your car. Thank you! "message will be displayed for the customer respectively.

CR 3.4 Deals

The customer will be able to navigate to the "Deals" module by selecting "Deals" from the navigation bar. The Deals module will display any available promotions or deals associated with the store/company respectively with the validity of the corresponding deal. Further, the user shall be able to navigate to view the next deal by selecting the "Strive" icon on top to change the deal. The user shall be able to select "Apply Deal" option and the system will display a QR Code for the customer to display during checkout and the cashier/manager checking the customer out will be able to scan the QR Code to ensure that the code is valid and to apply the same for the transaction. The deals will apply only for non-member vehicles. Further, once the deal is applied, for a few deals, the system will display the total count of washes completed every time the selected deal is applied. For instance: If the customer opts for "Buy 10, Get Next Free" deal, every time a customer gets a wash and scans the deal, the system will display the Strive icon for each wash completed using the deal and when the customer reaches the 10th wash, the system will display the 11th wash as a "Free Wash" icon for the customer to scan and receive a free wash the following time. Further, upon completion of the deal, the system will reset the deal to "0" washes. The company will be able to setup any additional deals under the "Admin – Setup" module.

CR 3.5 Account

The system will display customer account information in this module and the user shall be able to View/update/delete any account information using this functionality. Once the user selects "Account" option, the system will navigate the user to a list with the following options for the user to choose from:

1. My Profile Info
2. Vehicle List

Once the user selects "My Profile Info" the system will navigate the user to the "Account Details" module where the user shall be able to view and update the following information:

- Full Name – This field will be a text field which will allow alphanumeric characters and symbols will be auto-populated from the registration form.
- Contact No. – This field will be a text field which will allow numeric characters and will be auto filled from the registration form
- Address – This field will be a text field which will allow alphanumeric characters and will be auto-populated from the registration form if it was inputted. By default, this field will be blank, and the user shall be able to update this information here in this module.
- Zip Code – This field will be a text field which will accept only numeric characters and the length of this field will be limited to 6 characters. By default, this field will be blank, and the user shall be able to input this information here in this module.
- Secondary Phone No. – This field will be a text field which will allow numeric characters and symbols. By default, this field will be blank, and the user shall be able to update this information here.
- Email ID – This field is a mandatory field which will allow alphanumeric characters and symbols. This field will be auto populated from the registration form as inputted by the user. The user shall be able to make changes to the email id here.
- No. of Vehicle associated – This field will be a read only field and will be auto updated from the vehicle list and the system will display the total number of vehicles associated with the customer. If there are no vehicles associated with the customer, the system will display the count as "0".
- Payment Information – This will be a mandatory field for the user to input if they have an associated membership with any vehicle.If the user doesn't have a membership associated with any vehicle, the system will not prompt the user to input this field and this field will be optional for the user to input. The card inputted here will be used for payment processing for "Washes", "Details", "Memberships" and any other additional services requested, unless the user requests to use a different card and/or updates the information here. Further, all the following fields are mandatory for the user to input.
  - Card No. – This field will be a numeric field with the length of 16 characters for the user to input.
  - Expiration Date - This field will be a numeric field and will include the "Month" and "Year" of expiration in the following format: "MM/YY" respectively.
  - CVV – This field will be a numeric field and will include the "CVV" number as specified on the card and the length of this field will be 3.
  - First Name on Card – This field will accept alphanumeric characters and symbols. The users' first name should be inputted as specified in the card being used.
  - Last Name on Card - This field will accept alphanumeric characters and symbols. The users' last name should be inputted as specified in the card being used.
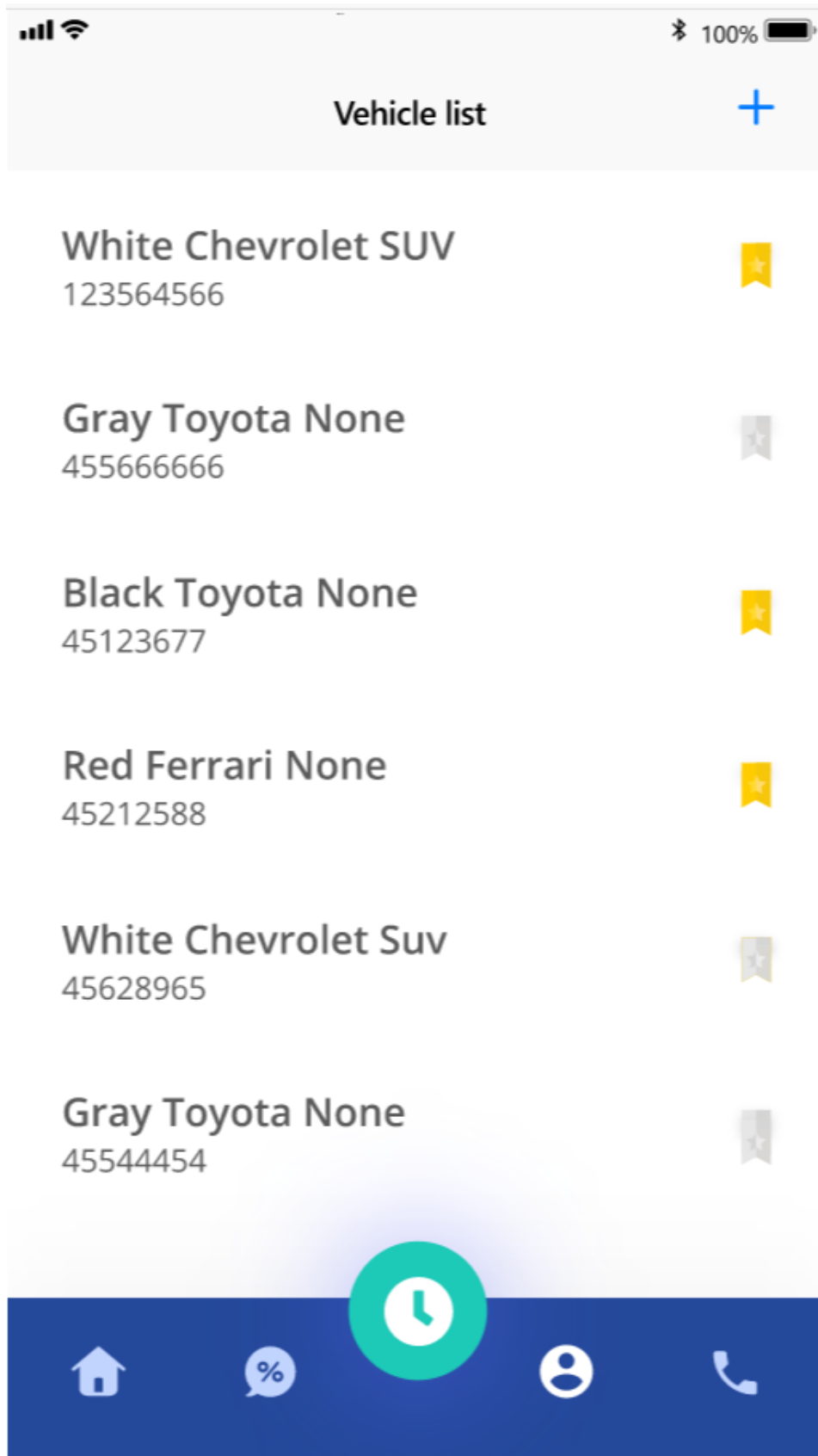
- o Billing Address - This field will be a text field which will allow alphanumeric characters and the user will be required to input the billing address for the card being used.
  - o Zip Code – This field will be a text field which will allow only numeric characters and the user will be required to input the zip code for the card being used.
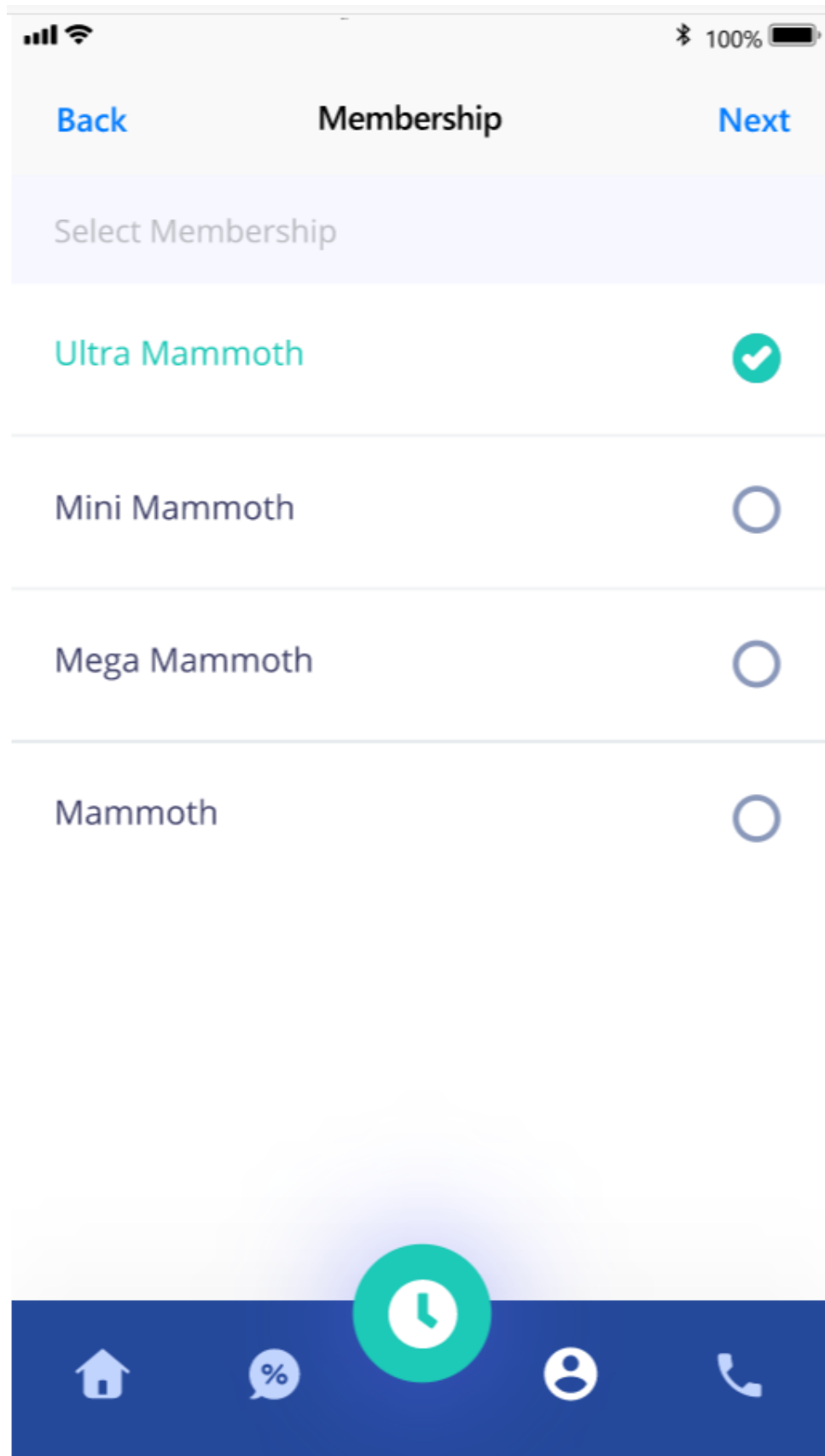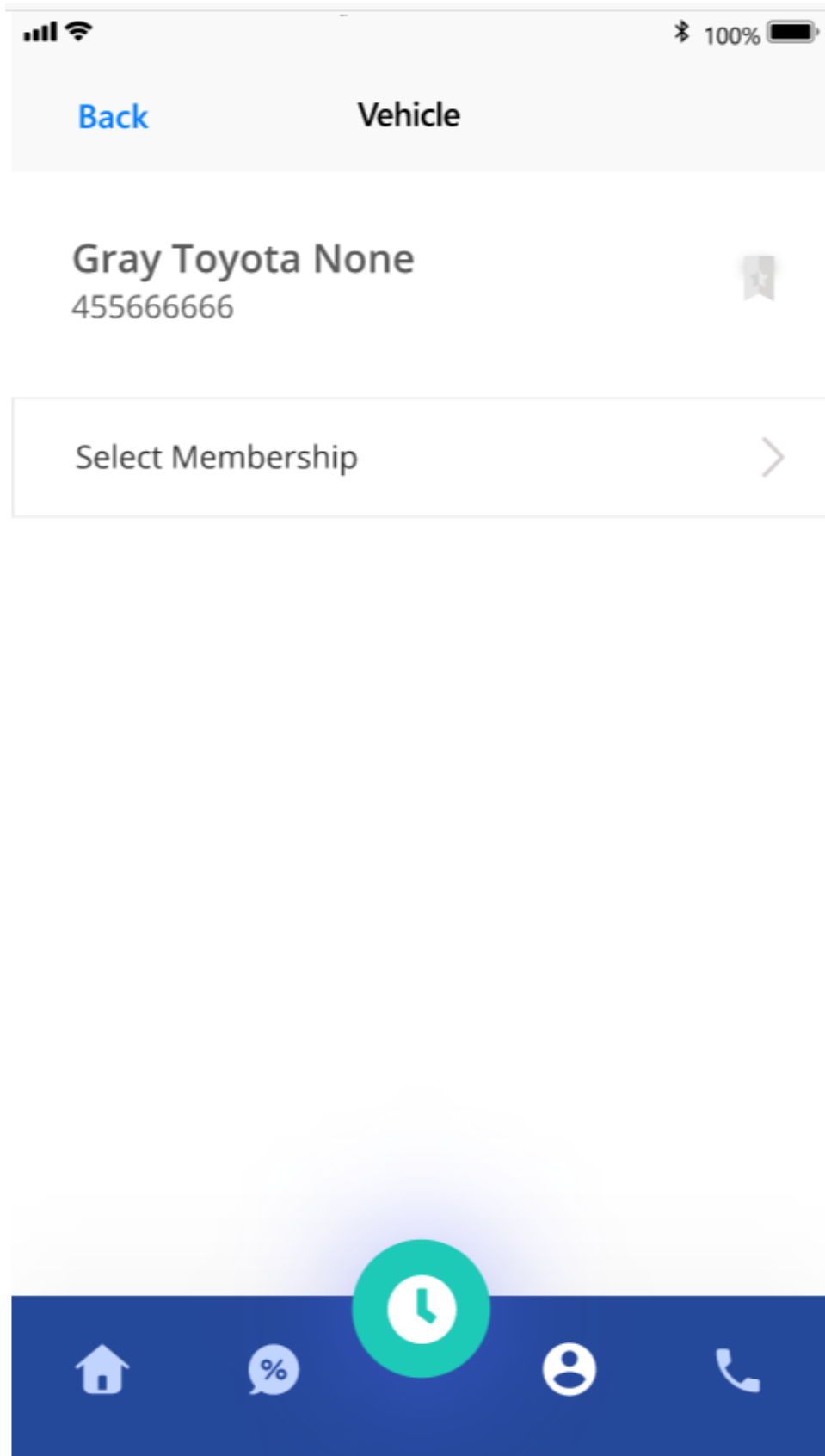- Back – The user shall be able to navigate back to the "Account Info List" by selecting "Back" button at the left top of the "My profile info" screen.

Once the user selects "Vehicles" the system will navigate the user to the "Vehicle Details" module where the user shall be able to view and update the following information:

- Vehicles List – The system will navigate the user to the "Vehicle List" if the user has any vehicles associated, and the user will be able to view the following information associated with each vehicle:
  - o Vehicle Make
  - o Vehicle Model
  - o Vehicle Color
  - o Bar Code #
  - o Membership – If there is any membership associated with any of the vehicles listed, the system will display "Yes" as a value under membership, if not, the system will display "No" under membership
- Add Vehicle – The user shall be able to add a new vehicle by using this "Add Vehicle" functionality. Once the user selects "Add Vehicle" option, the system will display the "Add Vehicle information" form for the user to input and save the information.
  - o Vehicle Information Form
    - Vehicle Make
    - Vehicle Model
    - Vehicle Color
    - Add Membership – The user shall be able to "Add Membership" by selecting this functionality for the new vehicle being added.
      - i Membership Type - The system will display a dropdown for the user to choose the type of membership required. By Default, the system will display the value as "None". The system will also display other options such as "Vehicle Upcharges" and "Additional Services" as added in the admin module respectively under membership types.
      - ii DocuSign Membership – Once the user selects the "Membership Type" from the dropdown and selects "Next" option, the system will display a modal window with the electronic membership document for the user to review and sign. The user shall be able to select "Sign" checkbox, and electronically sign the membership document and select "Complete" option after signing. If the user wishes to navigate back to the "vehicle list" without adding the membership, the user shall be able to select

"Cancel" and navigate back to the "Vehicle List" without making any changes.

- View/Edit Vehicle – The user shall be able to "View/Edit" existing vehicle, by selecting the desired vehicle from the vehicle list. Once the user selects the desired vehicle, the system will navigate the user to the "Vehicle Information" window. The user shall be able to view and edit the following information:

  - Vehicle Make
  - Vehicle Model
  - Vehicle Color
  - Membership Information – If the selected vehicle, has any memberships associated or if the vehicle had any past memberships associated the system will display the "Membership Information" with the following information for the user to review:

    i   Activated Date – The date the membership was signed and activated
    ii Membership Type – The type of membership that was associated with the vehicle such as "Mini Mammoth", "Mammoth", "Mega Mammoth", "Ultra Mammoth" etc. The system will also display other options such as "Vehicle Upcharges" and "Additional Services" as added in the admin module respectively under membership types. If the user selects an incorrect upcharge type, the user shall be able to navigate back to the edit module and update the upcharge type chosen and accordingly the payment information will be updated.
    iii Cancelled Date – If the membership was cancelled in the past, the date the membership was cancelled.
    iv View Document – This functionality will allow the user to view the "Membership Agreement" as signed for current membership and "Cancelled Membership Agreement" as signed for past memberships.
    v   Status
    vi Cancel Membership – This functionality will be available only for current memberships, the system will display a modal window with the cancel membership agreement form for the user to review and sign.
    vii Add Membership – The user shall be able to add a new membership using this functionality. The system will request the user to input the membership type required and once the user selects the desired membership option from the dropdown, the system will display a modal window with the membership agreement for the user to review and sign electronically. Upon completion, the system will display the updates on the vehicle list accordingly and the payment will be processed for the membership using the payment information provided in the profile info screen.

Vehicle list   +

White Chevrolet SUV
123564566

Gray Toyota None
455666666

Black Toyota None
45123677

Red Ferrari None
45212588

White Chevrolet Suv
45628965

Gray Toyota None
45544454

Gray Toyota None
455666666
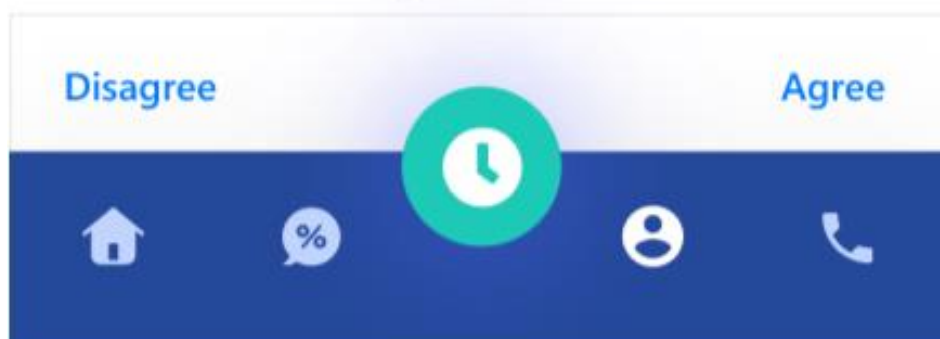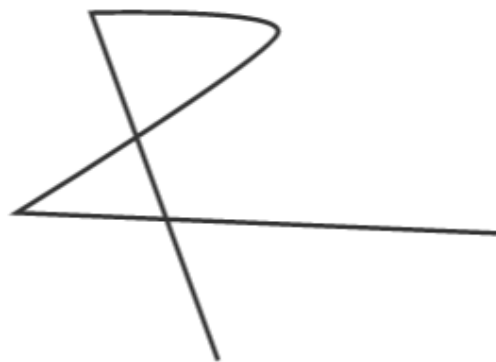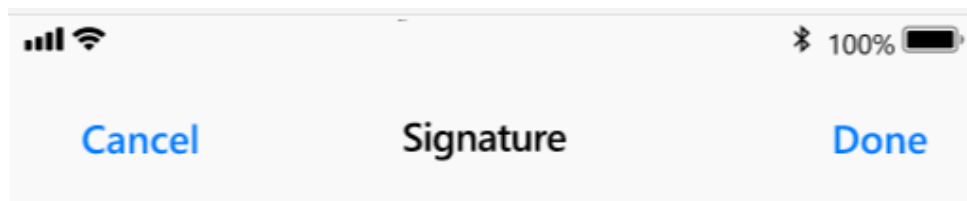
Select Membership >

Terms and conditions

In consideration of first month as a discounted/prorated price point, **next month MUST BE PAID**. Cancel any time after 1st month is paid.

To understand this form is valid for an undetermined time period month to month. **Cancellation must be given, in person, by the 25" of any month in order to avoid being charged on the first of the next month.** Cancellation is INVALID unless signed AND approved by a manager of our management team. **You must come in to one of our stores and sign a Cancellation Form in order for the request to be processed. (Only by filling out cancellation form).**

Agreement is by each vehicle. **Vehicles may be switched or exchanged for another vehicle with a $20.00 service charge.** New vehicle will be placed under a new contract and the old vehicle will be taken off any contractual agreement previously in place.

All **returned or NSF payments will be assessed an additional $20.00** if payment of contract is not collected after the 5" day of the due date. Mammoth will

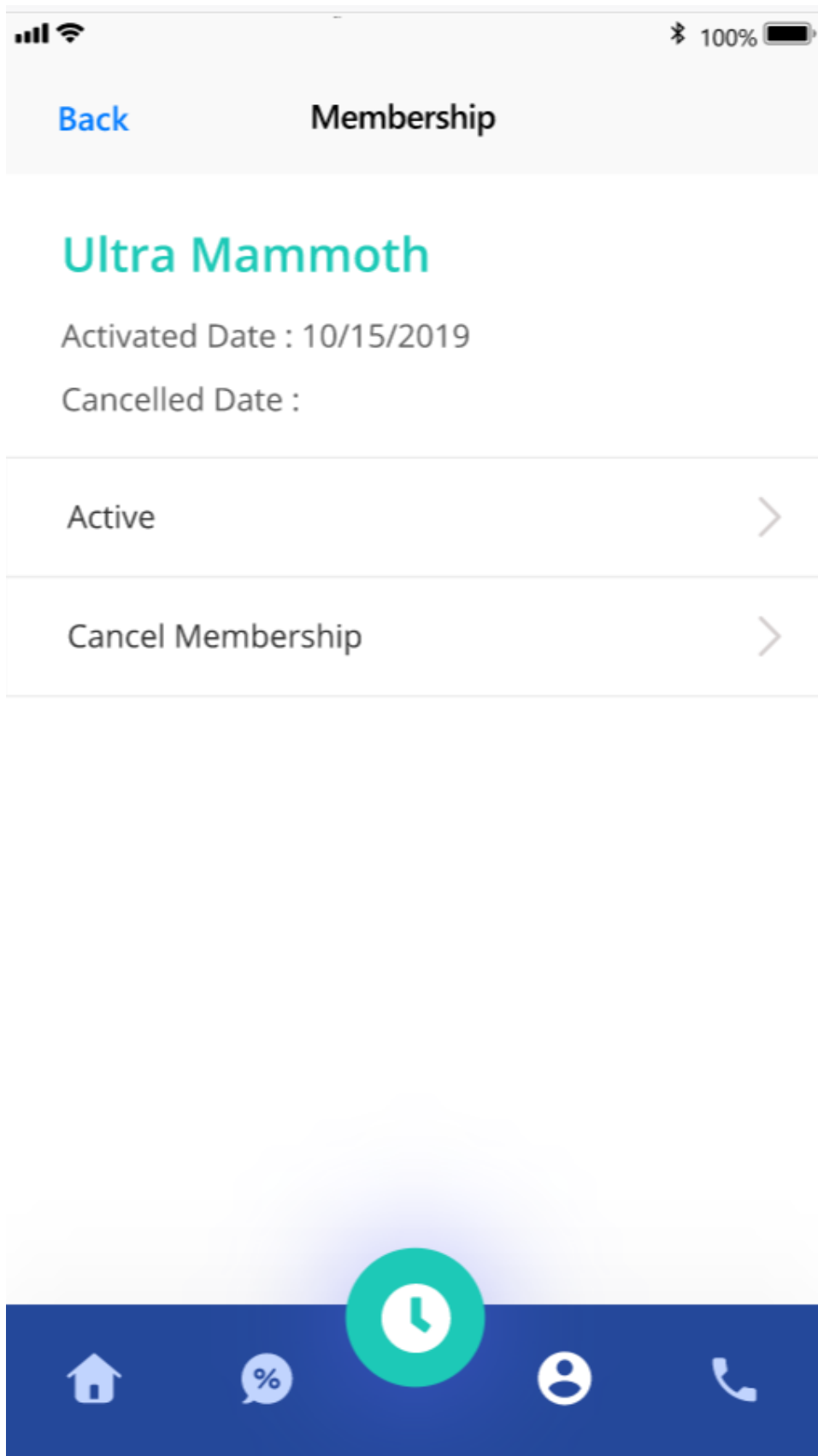**Disagree**   **Agree**

Ultra Mammoth

Activated Date : 10/15/2019

Cancelled Date :

Active   >

Cancel Membership   >

Cancel　　　　　Signature　　　　　Done

Sign above the line

CR 3.6 Contact Us

The customer will be able to navigate to the "Contact Us" module by selecting "Contact Us" icon from the navigation bar. The Contact Us module will display all the store information such as "Location", "Address", "Contact No.", "Email ID" with corresponding store hours information respectively. Further the "Contact Us" page will also display the company's Facebook, Instagram, twitter and corresponding website links for the user to navigate to. The user shall also be able to send an email to the company by selecting the "Email" icon from this page regarding any questions or concerns. The contact us will be updated from the Location/Store Setup in the internal web app.

CR 4 Assumptions

1. This application being designed for Phase 1 will only be for Mammoth Car Wash, for other Nail Salons, Restaurants and Hair Salons, this feature will be included for Phase 2.
2. The actual representation of the mocks will vary from the FRS. The wireframes are just a representation of how the application will function, the look and feel of the application to be designed will be in accordance with design standards.
3. Converge integration and Genbook integration will be done.
4. Payment Method by "Check" will not be included for the new system.
5. Mobile Unit to be built for Phase 2
6. Services can be updated/extended using the "Admin – Setup Services" Module.
7. Digital Gift Cards can be created and sent in the "Admin – Gift Cards" Module.

CR 5 Questions

1. The user shall be able to select "Apply Deal" option and the system will display a QR Code for the customer to display during checkout and the cashier/manager checking the customer out will be able to scan the QR Code to ensure that the code is valid and to apply the same for the transaction. The deals will apply only for non- member customers. Further, once the deal is applied, for a few deals, the system will display the total count of washes completed every time the selected deal is applied. For instance: If the customer opts for "Buy 10, Get Next Free" deal, every time a customer gets a wash and scans the deal, the system will display the Strive icon for each wash completed using the deal and when the customer reaches the 10th wash, the system will display the 11th wash as a "Free Wash" icon for the customer to scan and receive a free wash the following time. Further, upon completion of the deal, the system will reset the deal to "0" washes. The company will be able to setup any additional deals under the "Admin – Setup" module. Kindly elaborate if there are any additional scenarios that are required to be considered here?