

Strive – Functional Requirement Specification

Module Name: Desktop Home Module

Document Name: Functional Requirement Specification

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CR 1 Introduction:

This document provides a high-level overview of the desktop Home/Dashboard module.

CR 1.1 Navigation

The user will be able to open the Strive Desktop app from any browser in the desktop. The user will be navigated to the login page and can use the respective credentials to login to the Internal Web App. The user will be navigated to the home screen upon logging in the portal.

CR 1: Login page

CR 2: Login Page -> Home

CR 3.1: Login Page -> Home -> Dashboard

CR 3.2: Login Page -> Home -> Checkout

CR 3.3: Login Page -> Home -> Messaging

CR 2 Login Page

The login page will display fields 'Username' and 'Password' with a login button and cancel button as shown below. The user will be able to input the respective credentials for the Mammoth Desktop App and successfully login to the application.



A Web Page

← → ↻ 🔍 <http://StrivePOS.com> ☰


STRIVE

User Name :

Password :

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 Home/Dashboard– Desktop App

The Strive web application can be accessed from any of the following browsers:

1. Safari
2. Chrome
3. Firefox
4. Edge

Upon successful login, the user will be navigated to the Home screen by default. The navigation bar for the entire web application will display the 9 icons specified below depending on the user roles.

1. Home
 - a. Dashboard
 - b. Checkout
 - c. Messenger
2. Washes
3. Detail
4. Payroll
5. Reports
6. Admin

There are 4 user roles that can access this application:

1. Admin
2. Owner
3. Manager
4. Cashier

Depending on the user role, the users will either have access to the entire application or will have access to specific restricted modules in the application.

Admin and Owner User Roles will have complete access to the entire application as mentioned above. Manager and Cashier User Roles will have access to only the following modules in the web application:

1. Home/Dashboard
2. Checkout
3. Messenger
4. Sales
5. Washes
6. Details
7. Reports

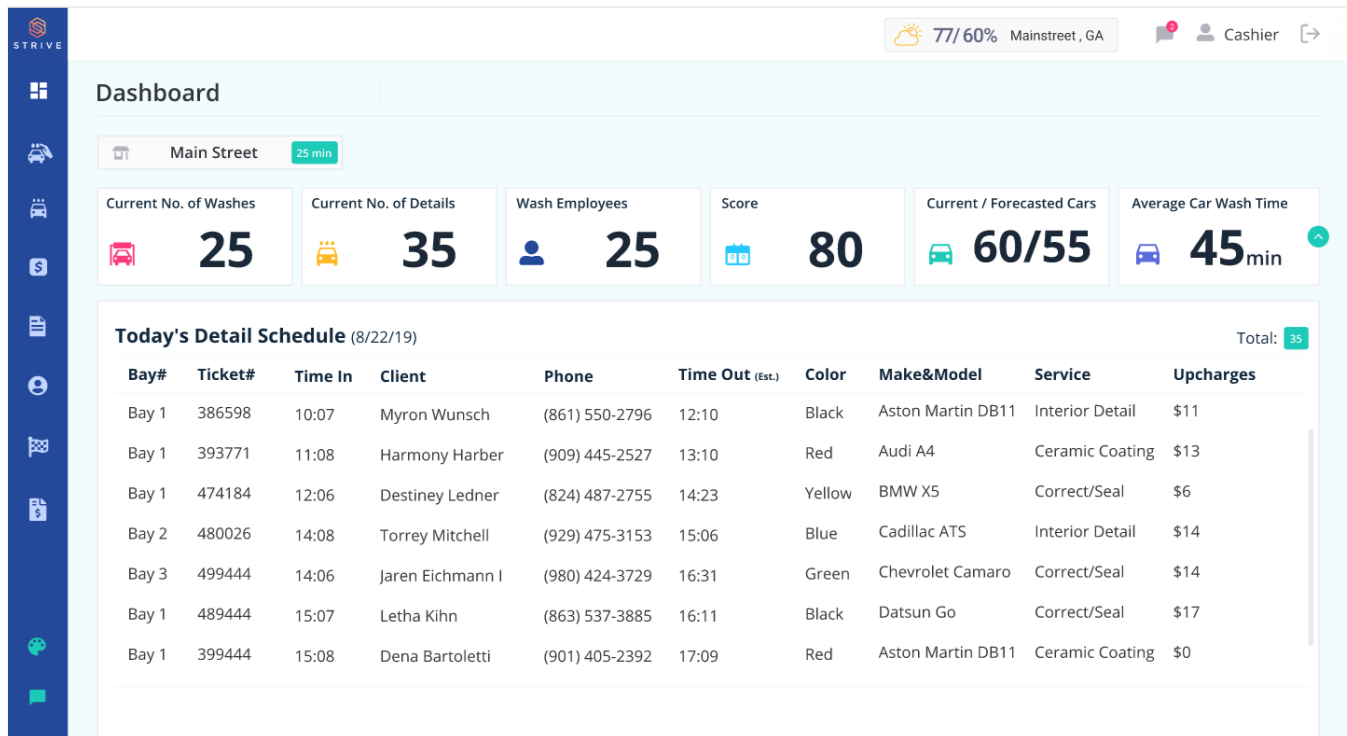
This document will describe in detail about the Home Module in the Internal Web Application for Strive application.

Upon successful login, all users will be navigated by default to the Home Module in the Strive Web Application. The Home Module will include the following functionalities based on the user roles as described below:

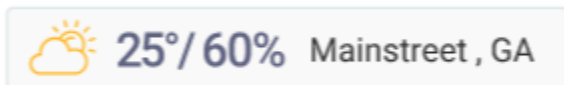
CR 3.1 Cashier Login:

The system will display the following functionalities for a cashier. Since cashier will be associated with a specific store, the cashier login will have limited access to the Home/Dashboard module for the current store only.

1. Dashboard
2. Wash and Location Info (By Store)
3. Select Location
4. No of Washes
5. Wash Employees
6. Details
7. Score
8. Wait Time
9. Data points for Analysis
10. Messenger
11. Today's Schedule/Bookings list
12. Checkout Module
 - a. Ticket No
 - b. Customer Name
 - c. Vehicle Name
 - d. Check in – Check out Time
 - e. Type of Wash/Detail
 - f. Check Out Button



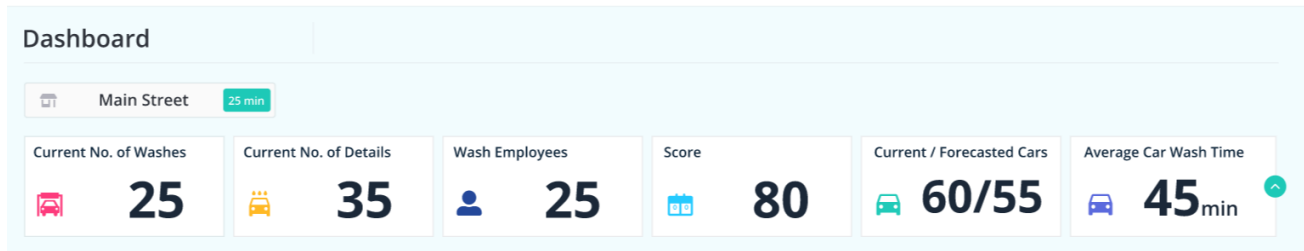
The system will also display the “Weather/ % of Rain predicted” for the current date with current location information next to the user details icon above the dashboard as shown in the mock below.



CR 3.1.1 Dashboard

The Dashboard shall display the following statistics for all the locations by default for the day. The locations with corresponding wash times will be displayed above the statistics for users to be able to drill down by location:

1. Current No. of Washes
2. Current No. Details
3. Total Wash Employees
4. Score
5. Current/Forecasted Cars
6. Average Wash Time
7. Bar Chart with Wash/Employee/Detail by Location Info
8. Today's Detail Schedule and Status



CR 3.1.1.1 Current No. of Washes

Current Number of Washes will display the average total number of washes completed so far today for all locations by default. If one of the locations is selected, it will display the total number of washes completed for the selected location.

CR 3.1.1.2 Current No. of Details

Current Number of Details will display the average total number of details completed so far today for all locations by default. If one of the locations is selected, it will display the total number of details completed for the selected location.

CR 3.1.1.3 Wash Employees

Current Number of employees will display the average total number of employees working for the current day for all locations by default. If one of the locations is selected, it will display the total number of employees available for the selected location for the current day.

CR 3.1.1.4 Score

Score (Wash Score) corresponds to the ratio of No. of cars washed to the total no of hours for all the car washes. The score is usually between 70 and 120, if the score is 70 it corresponds to the fact that there were a lot of employees but not many car washes and if the score is 120 it means that there were lot of car washes and few employees. An ideal score would be between 80 and 100 indicating to the user that there were enough employees for each car wash performed for the current day.

Wash Score = Total Car Washes/ Total Hours for all Washes

The Wash Score by default will be an average of all the scores across all the locations. If the user selects a specific location from the dashboard, the corresponding Score for the location selected will be displayed.

CR 3.1.1.5 Wash Time

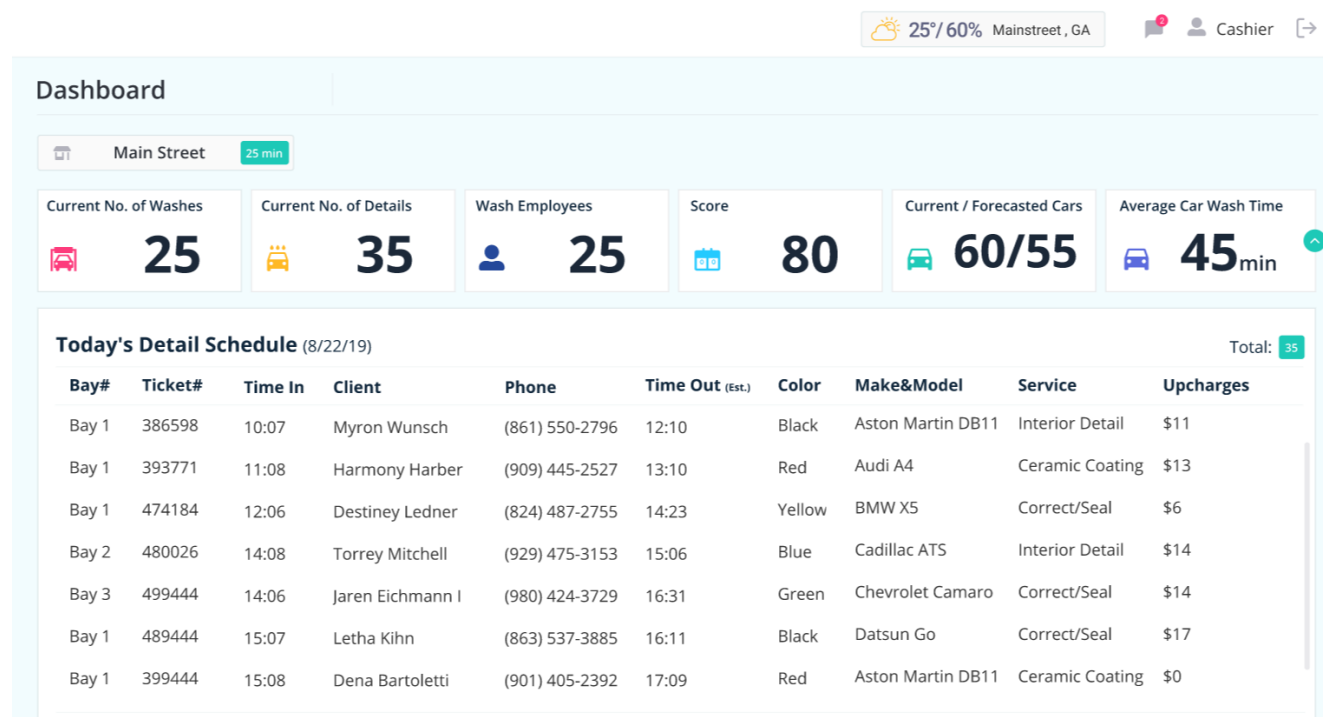
The wash time corresponds to the time a customer needs to wait until they can get their car wash completed. By default, the dashboard will display the average wash time across all locations for the current day. If a user selects a location from the list of locations displayed, the dashboard will display the wash time for the corresponding location for the current day respectively.


CR 3.1.1.6 Current/Forecasted Cars Today

“Current/Forecasted Cars Today” will display the total no. of cars washed/detailed so far over the forecasted cars for the day. This forecasted value and the current value will be inclusive of both washes and details. By default, this functionality will be displayed as an average value for all locations. If a user selects a location from the list of locations displayed, the dashboard will display the Current/Forecasted value for the corresponding location for the current day respectively.

CR 3.1.1.7 Daily Average Car Wash Time:

Daily Average Car Wash Time shall display the average wash times for each location throughout the day. For instance, wash times vary from time to time depending on the number of employees and cars that are currently waiting to be washed. Every time the car wash time changes, the Daily Average Car Wash time will also be updated as an average of the wash times over the duration of the day. By default, the Daily Average Car Wash Time will display the Average value across all the locations. Once the user selects a specific location to view, the dashboard will display the Daily Average Car Wash Time for that location respectively.



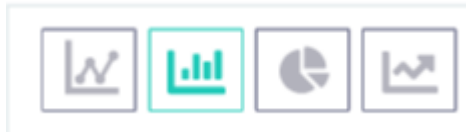
Further, the user shall be able to close the dashboard view by selecting the “” icon adjacent to the dashboard view.

CR 3.1.2: Bar Chart with Wash/Employee/Detail by Location Info

The cashier user will be able to customize the charts to be viewed in the Home/Dashboard screen as described below. The user shall be able to choose the following parameters to display the desired charts to view:

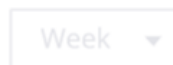
1. Type of Chart

- Dot Line Chart
- Bar Chart
- Pie Chart
- Line Chart



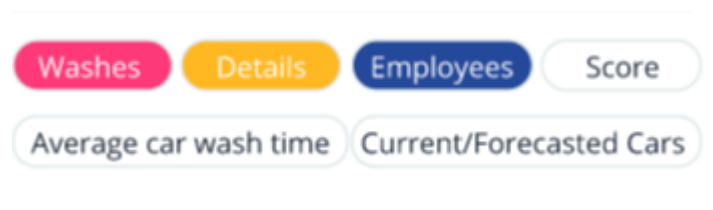
2. Time Period

- Week (By Default will be set to “Week”)
- Month
- Day
- Year



3. Data Points - Multiple datapoints can be selected for representation at the same time.

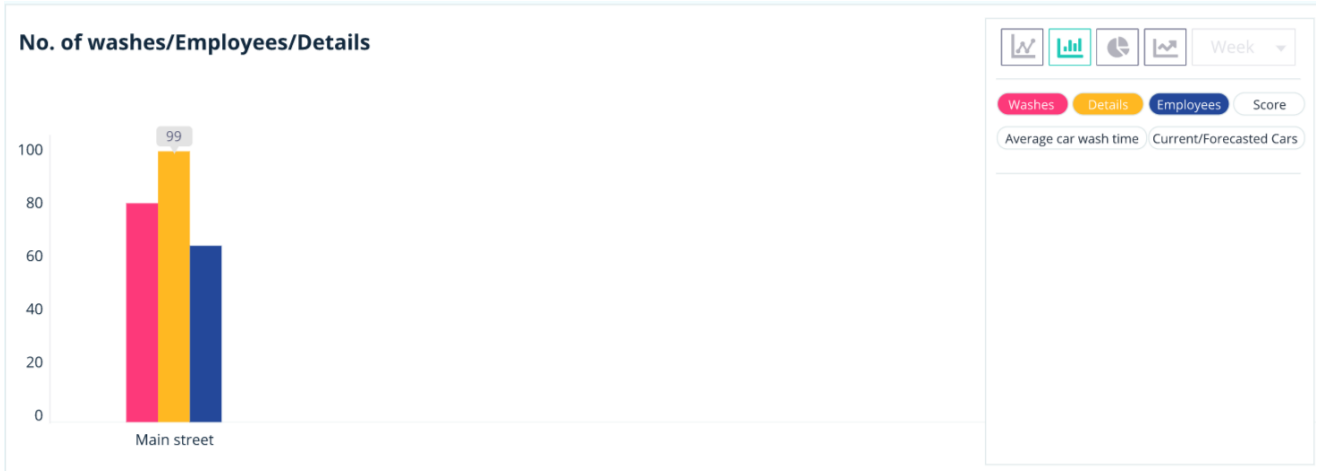
- Washes – Total Number of Washes for the chosen timeline
- Details – Total Number of Details for the chosen timeline
- Employees – Total Number of Employees for the chosen timeline
- Score – The Average Score over the chosen timeline
- Average Car Wash Time – Average Time to wash all the cars over the chosen timeline
- Current/Forecasted Cars – Ratio of the average current no. of car washes completed over the average forecasted cars expected over the chosen timeline.



All the datapoints selected to be viewed will be highlighted in a specific color and if any data point is not selected, the corresponding datapoints will be displayed in “White”.

Once the user chooses all the desired parameters as specified above, the corresponding charts will be displayed for the current store location over the selected time period chosen and will be displayed in the chosen chart type format for the cashier user.

Further, the users will also be able to hover over the bars on the chart to view the values accurately as shown below.



CR 3.1.3: Today's Detail Schedule

Today's Detail Schedule will be displayed above the Chart with the corresponding date and total no. of scheduled details for the current day. By default, it will display all the details scheduled for the current location for Cashier Login.

Today's Detail Schedule (8/22/19) Total: 35

Bay#	Ticket#	Time In	Client	Phone	Time Out (Est.)	Color	Make&Model	Service	Upcharges
Bay 1	386598	10:07	Myron Wunsch	(861) 550-2796	12:10	Black	Aston Martin DB11	Interior Detail	\$11
Bay 1	393771	11:08	Harmony Harber	(909) 445-2527	13:10	Red	Audi A4	Ceramic Coating	\$13
Bay 1	474184	12:06	Destiney Ledner	(824) 487-2755	14:23	Yellow	BMW X5	Correct/Seal	\$6
Bay 2	480026	14:08	Torrey Mitchell	(929) 475-3153	15:06	Blue	Cadillac ATS	Interior Detail	\$14
Bay 3	499444	14:06	Jaren Eichmann I	(980) 424-3729	16:31	Green	Chevrolet Camaro	Correct/Seal	\$14
Bay 1	489444	15:07	Letha Kihn	(863) 537-3885	16:11	Black	Datsun Go	Correct/Seal	\$17
Bay 1	399444	15:08	Dena Bartoletti	(901) 405-2392	17:09	Red	Aston Martin DB11	Ceramic Coating	\$0

Today's Detail Schedule list will include the following parameters:

1. Bay # - This corresponds to the "Bay" for which the detail is scheduled at.
2. Ticket # - This corresponds to the "Ticket #" generated during scheduling of the "Detail" appointment.
3. Time In – Corresponds to the time the Car Detail is scheduled for the current day.
4. Client Name – Name of the Customer who owns that car
5. Client Contact Number – Phone Number of the Customer who owns the car
6. Est. Time Out – Depending on the services the customer opted for, the details will be scheduled for a specific period of time accordingly. The Estimated Time Out shall be displayed here for the

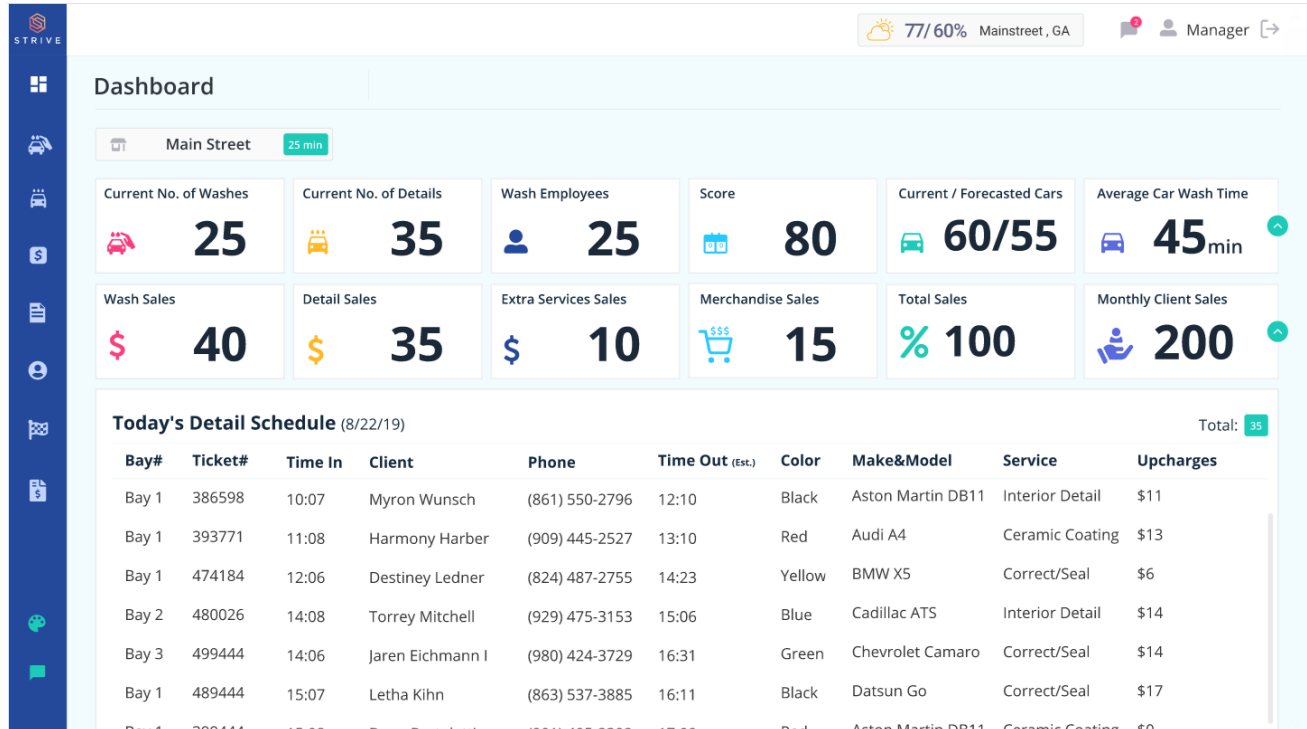
user to know how long the detail will take so that they can assign employees and bays for the detail accordingly.

7. Car Make/Model/Color – Make, Model and Color of the Car
8. Service – The services or packages chosen for the car detail will be displayed here.
9. Upcharge – The upcharges corresponds to any secondary charges billed to the customer for any additional detail services requested or for the size of the car respectively.

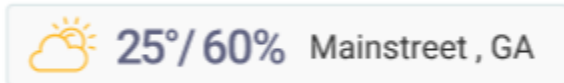
CR 3.2 Manager Login:

The system will display the following functionalities for a Manager. Since a Manager will be associated with a specific store, the Manager login will have limited access to the Home/Dashboard module for the current store only.

1. Dashboard
2. Wash and Location Info
3. No of Washes
4. Wash Employees
5. Details
6. Score
7. Wait Time
8. Wash Sales
9. Detail Sales
10. Extra Service Sales
11. Merchandize Sales
12. Total Sales
13. Monthly Client Sales
14. Chart View
15. Today's Detail Schedule/Bookings list



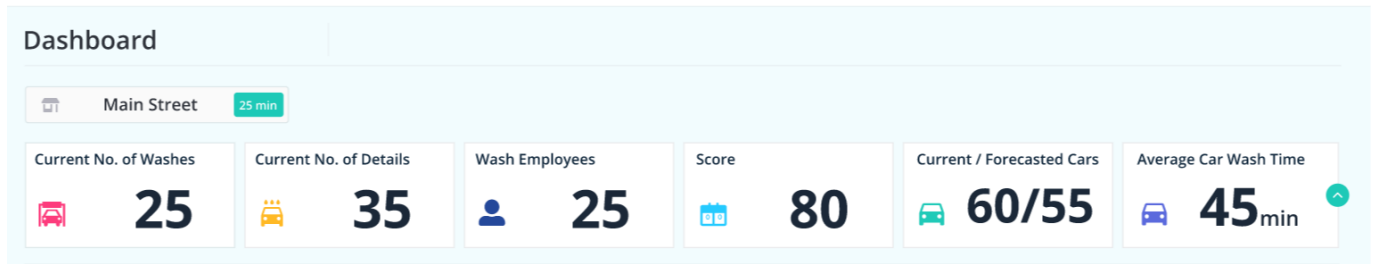
The system will also display the “Weather/ % of Rain predicted” for the current date with current location information next to the user details icon above the dashboard as shown in the mock below.



CR 3.2.1 Dashboard

The Dashboard shall display the following statistics for current locations by default for the day. The location with corresponding wash time will be displayed above the statistics for users:

1. Current No. of Washes
2. Current No. Details
3. Total Wash Employees
4. Score
5. Current/Forecasted Cars
6. Average Wash Time
7. Wash Sales
8. Detail Sales
9. Extra Service Sales
10. Merchandize Sales
11. Total Sales
12. Monthly Client Sales
13. Bar Chart with Wash/Employee/Detail by Location Info
14. Today's Detail Schedule and Status



CR 3.2.1.1 Current No. of Washes

Current Number of Washes will display the average total number of washes completed so far today for current location by default.

CR 3.2.1.2 Current No. of Details

Current Number of Details will display the average total number of details completed so far today for all locations by default. If one of the locations is selected, it will display the total number of details completed for the selected location.

CR 3.2.1.3 Wash Employees

Current Number of employees will display the total number of employees working for the current day for current location by default.

CR 3.2.1.4 Score

Score (Wash Score) corresponds to the ratio of No. of cars washed to the total no of hours for all the car washes. The score is usually between 70 and 120, if the score is 70 it corresponds to the fact that there were a lot of employees but not many car washes and if the score is 120 it means that there were lot of car washes and few employees. An ideal score would be between 80 and 100 indicating to the user that there were enough employees for each car wash performed for the current day.

Wash Score = Total Car Washes/ Total Hours for all Washes

The Wash Score by default will be the total score for the current location.

CR 3.2.1.5 Wash Time

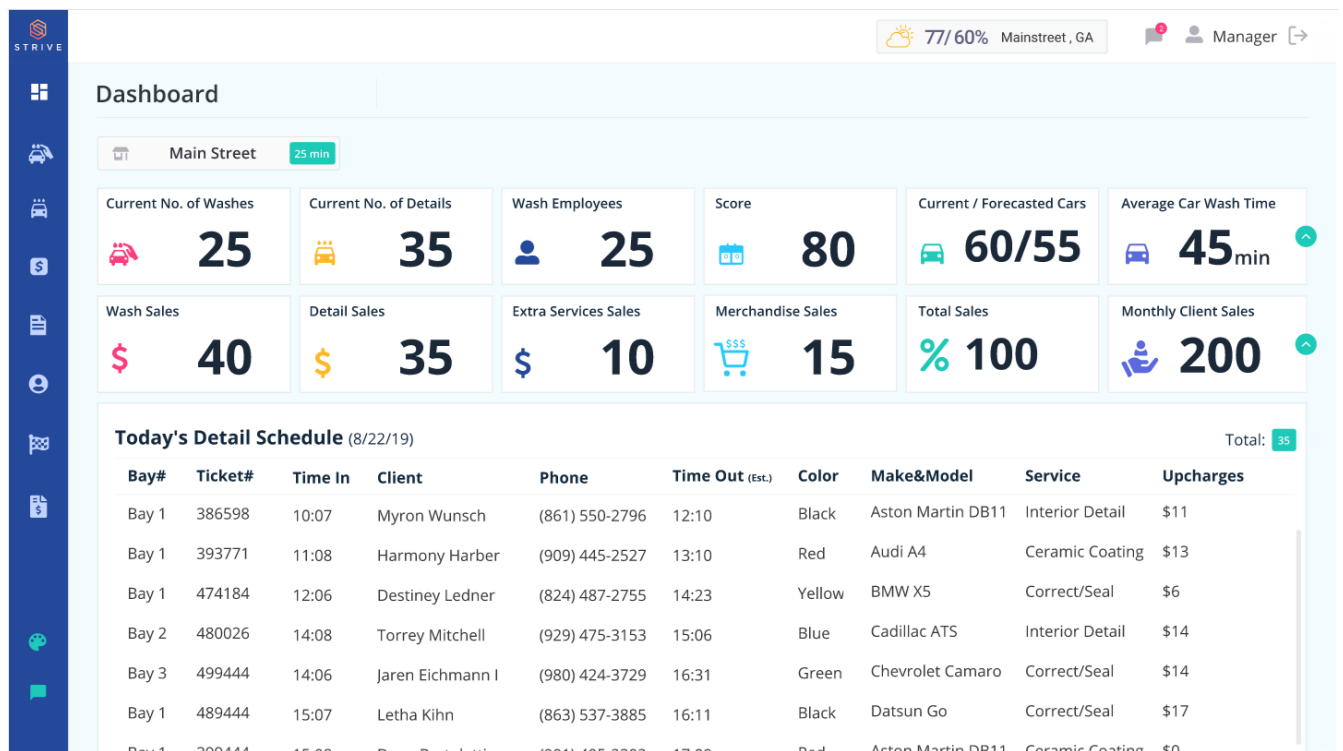
The wash time corresponds to the time a customer needs to wait until they can get their car wash completed. By default, the dashboard will display the average wash time for the current location for the current day.

CR 3.2.1.6 Current/Forecasted Cars Today

“Current/Forecasted Cars Today” will display the ratio of total no. of cars washed/detailed so far over the forecasted no. of cars for the day. This forecasted value and the current value will be inclusive of both washes and details. By default, this functionality will be displayed as an average value for current location.

CR 3.2.1.7 Daily Average Car Wash Time:

Daily Average Car Wash Time shall display the average wash times for each location throughout the day. For instance, wash times vary from time to time depending on the number of employees and cars that are currently waiting to be washed. Every time the car wash time changes, the Daily Average Car Wash time will also be updated as an average of the wash times over the duration of the day. By default, the Daily Average Car Wash Time will display the Average value for the current location.



CR 3.2.1.8 Wash Sales:

Wash Sales will display the total sales from car washes for the current date for the current location.

CR 3.2.1.9 Detail Sales:

Detail Sales will display the total sales from car detail services for the current date for the current location.

CR 3.2.1.10 Extra Service Sales:

Extra Service Sales will display the total sales from any additional services completed for the current date for the current location.

CR 3.2.1.11 Merchandize Sales:


Merchandize Sales will display the total sales from any merchandize such as "Caps"," T-Shirts" etc. for the current date and by default it will display for the current location.

CR 3.2.1.12 Total Sales:

Total Sales will display the Overall total sales from any “Washes”, “Details”, “Extra Services”, “Merchandise Sales” for the current date and by default it will display for the current location.

CR 3.2.1.13 Monthly Client Sales:

This corresponds to any customer monthly signups for unlimited washes sales obtained for the current date and current location.

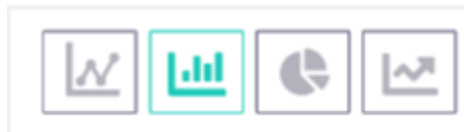
Further, the user shall be able to close the dashboard view by selecting the “” icon adjacent to the dashboard view.

CR 3.2.2: Bar Chart with Wash/Employee/Detail by Location Info

The cashier user will be able to customize the charts to be viewed in the Home/Dashboard screen as described below. The user shall be able to choose the following parameters to display the desired charts to view:

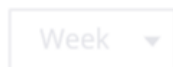
1. Type of Chart

- a. Dot Line Chart
- b. Bar Chart
- c. Pie Chart
- d. Line Chart



2. Time Period

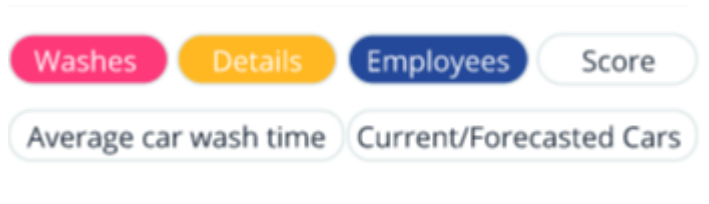
- a. Week (By Default will be set to “Week”)
- b. Month
- c. Day
- d. Year



3. Data Points - Multiple datapoints can be selected for representation at the same time.

- a. Washes – Total Number of Washes for the chosen timeline
- b. Details – Total Number of Details for the chosen timeline
- c. Employees – Total Number of Employees for the chosen timeline
- d. Score – The Average Score over the chosen timeline
- e. Average Car Wash Time – Average Time to wash all the cars over the chosen timeline
- f. Current/Forecasted Cars – Ratio of the average current no. of car washes completed over the average forecasted cars expected over the chosen timeline.
- g. Wash Sales – Total Amount received from Washes for the chosen timeline
- h. Detail Sales - Total Amount received from Details for the chosen timeline

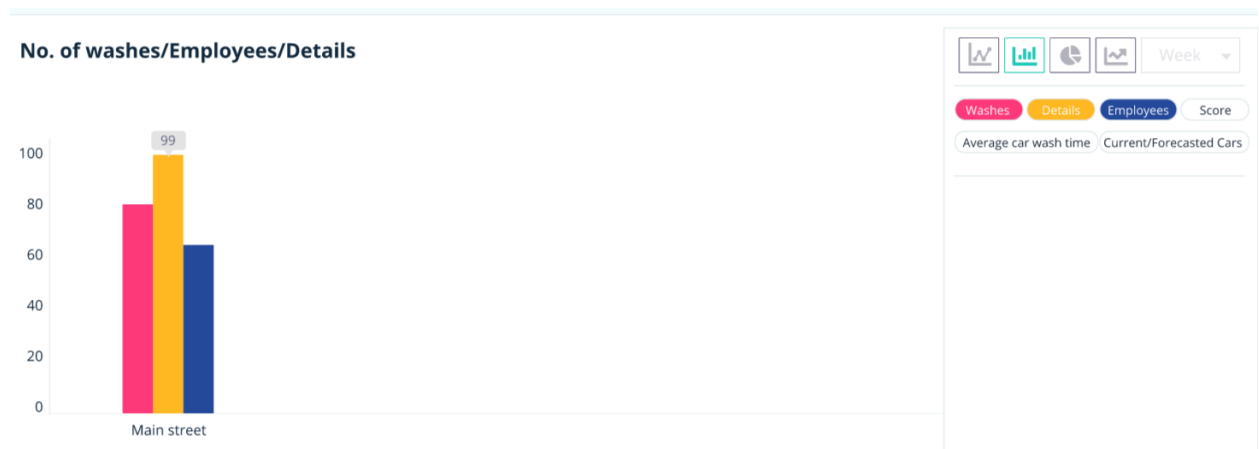
- i. Merchandize Sales - Total Amount received from Merchandize Sales for the chosen timeline
- j. Extra Service Sales - Total Amount received from additional services performed for the chosen timeline
- k. Total Sales - Total Amount received from all the services and merchandize sales completed for the chosen timeline
- l. Customer Monthly Sales – Total Amount received from the customers for any Unlimited Monthly wash membership signups.



All the datapoints selected to be viewed will be highlighted in a specific color and if any data point is not selected, the corresponding datapoints will be displayed in “White”.

Once the user chooses all the desired parameters as specified above, the corresponding charts will be displayed for the current store location over the selected time period chosen and will be displayed in the chosen chart type format for the cashier user.

Further, the users will also be able to hover over the bars/points/sections on the chart to view the values accurately as shown below.



CR 3.2.3: Today's Detail Schedule

Today's Detail Schedule will be displayed above the Chart with the corresponding date and total no. of scheduled details for the current day. By default, it will display all the details scheduled for the current location for Manager Login.

Today's Detail Schedule (8/22/19)

Total: 38

Bay#	Ticket#	Time In	Client	Phone	Time Out (Est.)	Color	Make&Model	Service	Upcharges
Bay 1	386598	10:07	Myron Wunsch	(861) 550-2796	12:10	Black	Aston Martin DB11	Interior Detail	\$11
Bay 1	393771	11:08	Harmony Harber	(909) 445-2527	13:10	Red	Audi A4	Ceramic Coating	\$13
Bay 1	474184	12:06	Destiney Ledner	(824) 487-2755	14:23	Yellow	BMW X5	Correct/Seal	\$6
Bay 2	480026	14:08	Torrey Mitchell	(929) 475-3153	15:06	Blue	Cadillac ATS	Interior Detail	\$14
Bay 3	499444	14:06	Jaren Eichmann I	(980) 424-3729	16:31	Green	Chevrolet Camaro	Correct/Seal	\$14
Bay 1	489444	15:07	Letha Kihn	(863) 537-3885	16:11	Black	Datsun Go	Correct/Seal	\$17
Bay 1	399444	15:08	Dena Bartoletti	(901) 405-2392	17:09	Red	Aston Martin DB11	Ceramic Coating	\$0

Today's Detail Schedule list will include the following parameters:

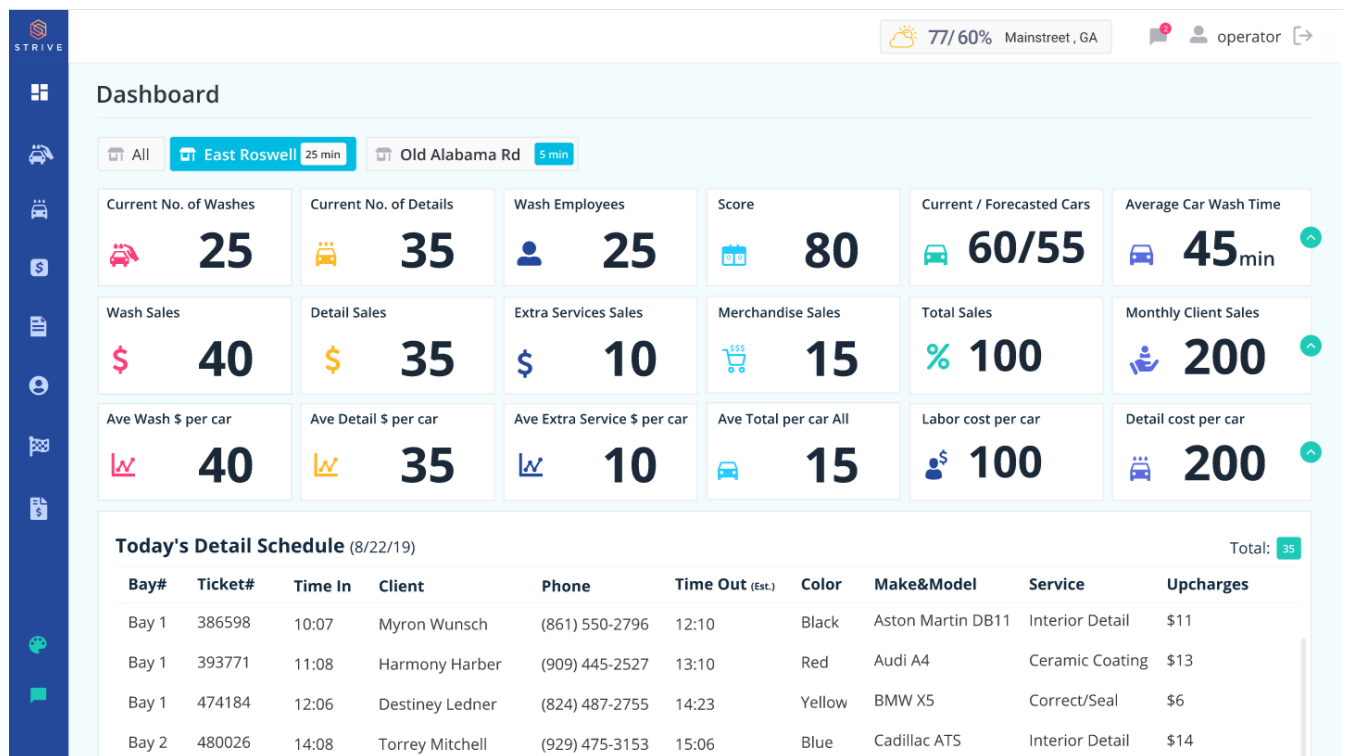
1. Bay # - This corresponds to the "Bay" for which the detail is scheduled at.
2. Ticket # - This corresponds to the "Ticket #" generated during scheduling of the "Detail" appointment.
3. Time In – Corresponds to the time the Car Detail is scheduled for the current day.
4. Client Name – Name of the Customer who owns that car
5. Client Contact Number – Phone Number of the Customer who owns the car
6. Est. Time Out – Depending on the services the customer opted for, the details will be scheduled for a specific period of time accordingly. The Estimated Time Out shall be displayed here for the user to know how long the detail will take so that they can assign employees and bays for the detail accordingly.
7. Car Make/Model/Color – Make, Model and Color of the Car
8. Service – The services or packages chosen for the car detail will be displayed here.
9. Upcharge – The upcharges corresponds to any secondary charges billed to the customer for any additional detail services requested or for the size of the car respectively.

CR 3.3 Operator Login:

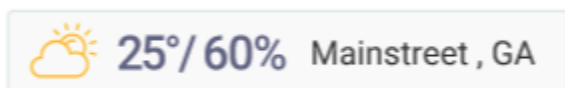
The system will display the following functionalities for an operator. The operator will have access to all the store locations that are owned and operated by the Operator. The system will display the list of all the locations with corresponding wash times for the operator to view. By default, the system will display the average stats across all the operated locations and the user shall be able to view the stats for a specific location by selecting from the location list respectively.

1. Dashboard
2. Wash and Location Info
3. No of Washes
4. Wash Employees
5. Details
6. Score

7. Wait Time
8. Wash Sales
9. Detail Sales
10. Extra Service Sales
11. Merchandize Sales
12. Total Sales
13. Monthly Client Sales
14. Average Wash \$ per car
15. Average Detail \$ per car
16. Average Extra Service \$ per car
17. Average Total per car All
18. Labor Cost per car
19. Detail Cost per car
20. Chart View
21. Today's Detail Schedule/Bookings list



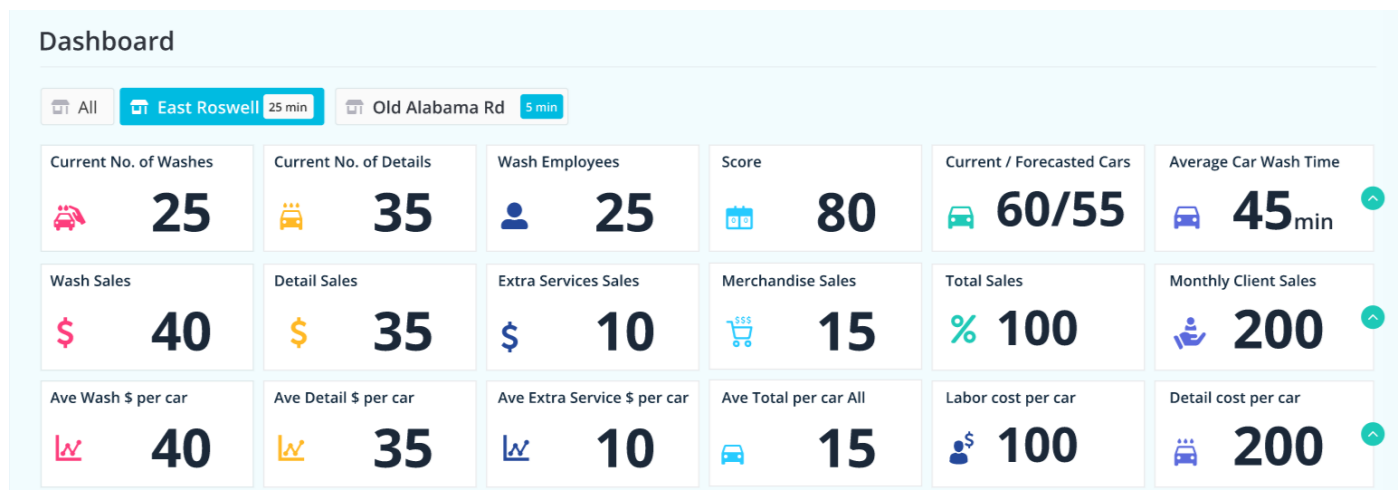
The system will also display the “Weather/ % of Rain predicted” for the current date with current location information next to the user details icon above the dashboard as shown in the mock below.



CR 3.3.1 Dashboard

The Dashboard shall display the following statistics for all the locations by default for the day. The locations with corresponding wash times will be displayed above the statistics for users to be able to drill down by location:

1. Current No. of Washes
2. Current No. Details
3. Total Wash Employees
4. Score
5. Current/Forecasted Cars
6. Average Wash Time
7. Wash Sales
8. Detail Sales
9. Extra Service Sales
10. Merchandize Sales
11. Total Sales
12. Monthly Client Sales
13. Average Wash \$ per car
14. Average Detail \$ per car
15. Average Extra Service \$ per car
16. Average Total per car All
17. Labor Cost per car
18. Detail Cost per car
19. Bar Chart with Wash/Employee/Detail by Location Info
20. Today's Detail Schedule and Status



CR 3.3.1.1 Current No. of Washes

Current Number of Washes will display the average total number of washes completed so far today for all locations by default. If one of the locations is selected, it will display the total number of washes completed for the selected location.

CR 3.3.1.2 Current No. of Details

Current Number of Details will display the average total number of details completed so far today for all locations by default. If one of the locations is selected, it will display the total number of details completed for the selected location.

CR 3.3.1.3 Wash Employees

Current Number of employees will display the average total number of employees working for the current day for all locations by default. If one of the locations is selected, it will display the total number of employees available for the selected location for the current day.

CR 3.3.1.4 Score

Score (Wash Score) corresponds to the ratio of No. of cars washed to the total no of hours for all the car washes. The score is usually between 70 and 120, if the score is 70 it corresponds to the fact that there were a lot of employees but not many car washes and if the score is 120 it means that there were lot of car washes and few employees. An ideal score would be between 80 and 100 indicating to the user that there were enough employees for each car wash performed for the current day.

Wash Score = Total Car Washes/ Total Hours for all Washes

The Wash Score by default will be an average of all the scores across all the locations. If the user selects a specific location from the dashboard, the corresponding Score for the location selected will be displayed.

CR 3.3.1.5 Wash Time

The wash time corresponds to the time a customer needs to wait until they can get their car wash completed. By default, the dashboard will display the average wash time across all locations for the current day. If a user selects a location from the list of locations displayed, the dashboard will display the wash time for the corresponding location for the current day respectively.

CR 3.3.1.6 Current/Forecasted Cars Today

“Current/Forecasted Cars Today” will display the total no. of cars washed/detailed so far over the forecasted cars for the day. This forecasted value and the current value will be inclusive of both washes and details. By default, this functionality will be displayed as an average value for all locations. If a user selects a location from the list of locations displayed, the dashboard will display the Current/Forecasted value for the corresponding location for the current day respectively.

CR 3.3.1.7 Daily Average Car Wash Time:

Daily Average Car Wash Time shall display the average wash times for each location throughout the day. For instance, wash times vary from time to time depending on the number of employees and cars that are currently waiting to be washed. Every time the car wash time changes, the Daily Average Car Wash time will also be updated as an average of the wash times over the duration of the day. By default, the Daily Average Car Wash Time will display the Average value across all the locations. Once the user selects a specific location to view, the dashboard will display the Daily Average Car Wash Time for that location respectively.

CR 3.3.1.8 Wash Sales:

Wash Sales will display the total sales from car washes for the current date for all locations. If one of the locations is selected, the wash sales will be displayed for the selected location.

CR 3.3.1.9 Detail Sales:

Detail Sales will display the total sales from car detail services for the current date for the all locations. If one of the locations is selected, the detail sales will be displayed for the selected location.

CR 3.3.1.10 Extra Service Sales:

Extra Service Sales will display the total sales from any additional services completed for the current date for the all locations. If one of the locations is selected, the extra service sales will be displayed for the selected location.

CR 3.3.1.11 Merchandize Sales:

Merchandize Sales will display the total sales from any merchandize such as "Caps", "T-Shirts" etc. for the current date and by default it will display for all locations. If one of the locations is selected, the merchandize sales will be displayed for the selected location.

CR 3.3.1.12 Total Sales:

Total Sales will display the Overall total sales from any "Washes", "Details", "Extra Services", "Merchandize Sales" for the current date and by default it will display for all locations. If one of the locations is selected, the total sales will be displayed for the selected location.

CR 3.3.1.13 Monthly Client Sales:

This corresponds to the total sales from any customer monthly signups for unlimited washes sales obtained for the current date and all locations. If one of the locations is selected, the monthly client sales will be displayed for the selected location.

Further, the user shall be able to close the dashboard view by selecting the "🔼" icon adjacent to the dashboard view.

CR 3.3.1.14 Average Wash \$ Per Car:

This corresponds to the average amount obtained per car wash for the current date across all locations. If one of the locations is selected, the average cost per car wash will be displayed for the selected location.

CR 3.3.1.15 Average Detail \$ Per Car:

This corresponds to the average amount obtained per car detail service for the current date across all locations. If one of the locations is selected, the average cost per car detail service will be displayed for the selected location.

CR 3.3.1.16 Average Extra Service \$ Per Car:

This corresponds to the average amount of extra service per car for the current date across all locations. If one of the locations is selected, the average extra service amount per car will be displayed for the selected location.

CR 3.3.1.17 Average Total \$ Per Car:

This corresponds to the average total amount obtained for all the services performed for the current date across all locations. If one of the locations is selected, the average total amount per car will be displayed for the selected location.

3.3.1.18 Labor Cost Per Car All Minus Details:

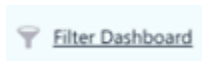
This corresponds to the average total amount paid per car to employees for Washes and Additional Services excluding Details for all the locations. If the user selects a specific store location, the data will reflect the average value for the selected store location.

CR 3.3.1.19 Detail Cost Per Car:

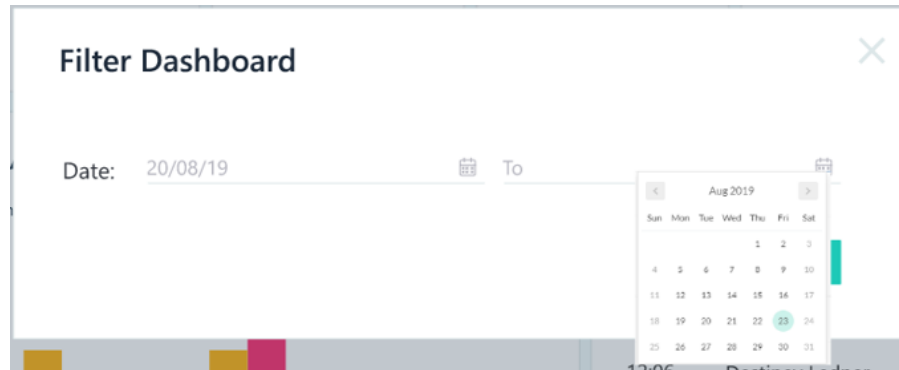
This corresponds to the average total amount paid per car to employees for Details excluding Washes and Extra Services for all the locations. If the user selects a specific store location, the data will reflect the average value for the selected store location.

CR 3.3.1.20: Filter Dashboard

The user will be able to filter the dashboard view by selecting the “Filter Dashboard View” button above the dashboard as shown in the mock below.



The users' selection of “Filter Dashboard” button, will display a modal window where the user will be able to select a date range, they would like to review the consolidated dashboard view for. The user will be able to select “From” and “To” dates from the past using the date picker as shown below.



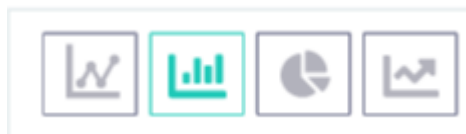
Once the user has inputted the date range, the user shall be able to apply the selected filter to the dashboard. Upon users' selection of "Apply" the dashboard shall display the consolidated Dashboard view for the selected date range along with the Detail schedule for the selected date range.

Further, the user shall be able to select a specific location to review the dashboard statistics for the selected location for the specified date range. The users' action of refreshing the screen will clear the filter applied and display the default dashboard view for the current day.

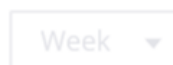
CR 3.3.2: Bar Chart with Wash/Employee/Detail by Location Info

The Operator user will be able to customize the charts to be viewed in the Home/Dashboard screen as described below. The user shall be able to choose the following parameters to display the desired charts to view:

4. Type of Chart
 - a. Dot Line Chart
 - b. Bar Chart
 - c. Pie Chart
 - d. Line Chart

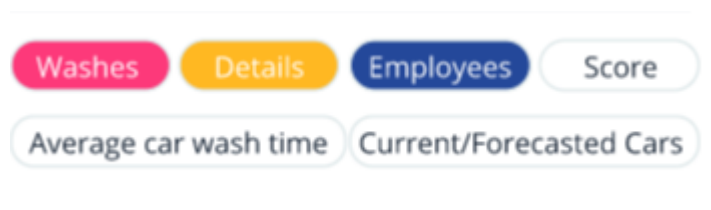


5. Time Period
 - a. Week (By Default will be set to "Week")
 - b. Month
 - c. Day
 - d. Year



6. Data Points - Multiple datapoints can be selected for representation at the same time.

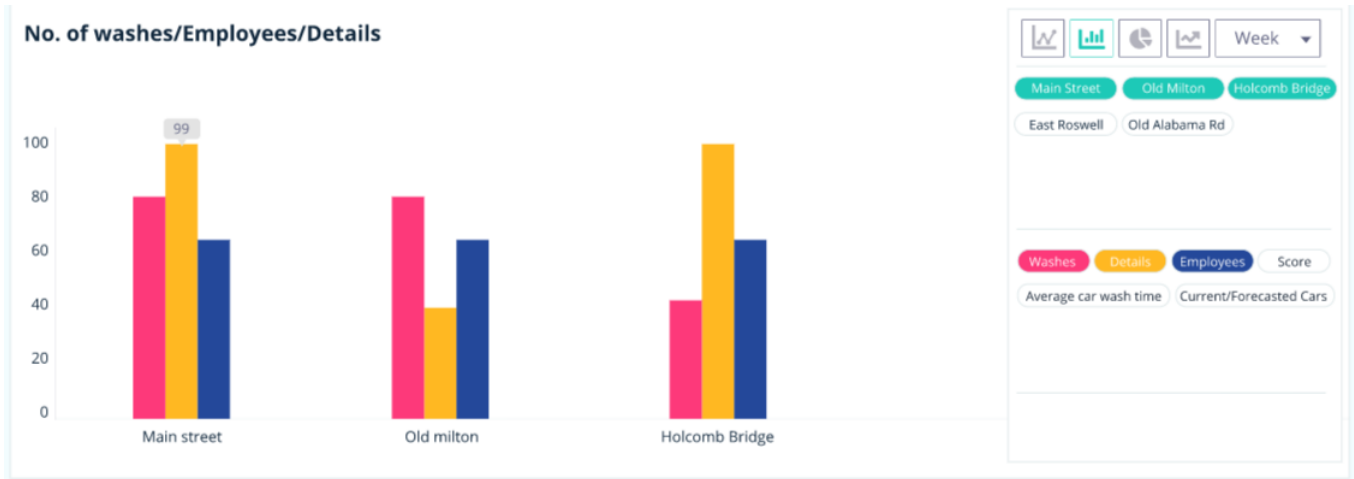
- a. Washes – Total Number of Washes for the chosen timeline
- b. Details – Total Number of Details for the chosen timeline
- c. Employees – Total Number of Employees for the chosen timeline
- d. Score – The Average Score over the chosen timeline
- e. Average Car Wash Time – Average Time to wash all the cars over the chosen timeline
- f. Current/Forecasted Cars – Ratio of the average current no. of car washes completed over the average forecasted cars expected over the chosen timeline.
- g. Wash Sales Total Amount received from Washes for the chosen timeline
- h. Detail Sales - Total Amount received from Details for the chosen timeline
- i. Merchandize Sales - Total Amount received from Merchandize Sales for the chosen timeline
- j. Extra Service Sales - Total Amount received from additional services performed for the chosen timeline
- k. Total Sales - Total Amount received from all the services and merchandize sales completed for the chosen timeline
- l. Customer Monthly Sales – Total Amount received from the customers for any Unlimited Monthly wash membership signups.
- m. Average Wash \$ per car – Total Average amount received for each car wash
- n. Average Detail \$ per car – Total Average amount received for each detail service
- o. Average Extra Service \$ per car – Total Average amount received for each additional service.
- p. Average Total per car All – Average Total amount received for all the services performed.
- q. Labor Cost per car –Total Labor cost excluding detail costs.
- r. Detail Cost per car – Total Labor cost for details excluding washes and additional services.



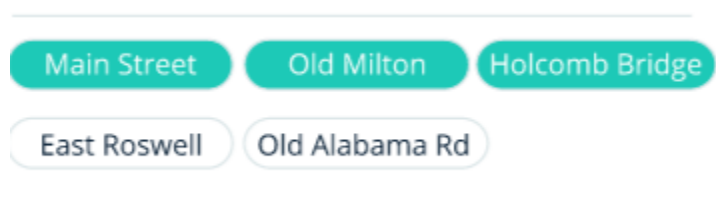
All the datapoints selected to be viewed will be highlighted in a specific color and if any data point is not selected, the corresponding datapoints will be displayed in “White”.

Once the user chooses all the desired parameters as specified above, the corresponding charts will be displayed for the current store location over the selected time period chosen and will be displayed in the chosen chart type format for the cashier user.

Further, the users will also be able to hover over the bars on the chart to view the values accurately as shown below.



7. Locations – The Operator users will also have access to the location filters for the Chart View. By default, the chart will display the results for all store locations if no location filter is applied. If the user selects a specific store location, corresponding location info will be displayed on the chart view.



CR 3.3.3: Today's Detail Schedule

Today's Detail Schedule will be displayed above the Chart View with the corresponding date and total no. of scheduled details for the current day. By default, it will display all the details scheduled for the all the locations for Operator Login. Upon selection of a specific location, the list shall display only the details scheduled for that location for that day as shown in the mocks below.


Today's Detail Schedule (8/22/19)									
Bay#	Ticket#	Time In	Client	Phone	Time Out (Est.)	Color	Make&Model	Service	Upcharges
Bay 1	386598	10:07	Myron Wunsch	(861) 550-2796	12:10	Black	Aston Martin DB11	Interior Detail	\$11
Bay 1	393771	11:08	Harmony Harber	(909) 445-2527	13:10	Red	Audi A4	Ceramic Coating	\$13
Bay 1	474184	12:06	Destiney Ledner	(824) 487-2755	14:23	Yellow	BMW X5	Correct/Seal	\$6
Bay 2	480026	14:08	Torrey Mitchell	(929) 475-3153	15:06	Blue	Cadillac ATS	Interior Detail	\$14
Bay 3	499444	14:06	Jaren Eichmann I	(980) 424-3729	16:31	Green	Chevrolet Camaro	Correct/Seal	\$14
Bay 1	489444	15:07	Letha Kihn	(863) 537-3885	16:11	Black	Datsun Go	Correct/Seal	\$17
Bay 1	399444	15:08	Dena Bartoletti	(901) 405-2392	17:09	Red	Aston Martin DB11	Ceramic Coating	\$0

Total: 35

Today's Detail Schedule list will include the following parameters:


1. Bay # - This corresponds to the "Bay" for which the detail is scheduled at.
2. Ticket # - This corresponds to the "Ticket #" generated during scheduling of the "Detail" appointment.
3. Time In – Corresponds to the time the Car Detail is scheduled for the current day.
4. Client Name – Name of the Customer who owns that car
5. Client Contact Number – Phone Number of the Customer who owns the car
6. Est. Time Out – Depending on the services the customer opted for, the details will be scheduled for a specific period of time accordingly. The Estimated Time Out shall be displayed here for the user to know how long the detail will take so that they can assign employees and bays for the detail accordingly.
7. Car Make/Model/Color – Make, Model and Color of the Car
8. Service – The services or packages chosen for the car detail will be displayed here.
9. Upcharge – The upcharges corresponds to any secondary charges billed to the customer for any additional detail services requested or for the size of the car respectively.

For the Admin User, the functionality of Home/Dashboard will be the same as "Operator" user. The only difference between the "Admin" user and "Operator User" will be the locations information displayed. The Admin user will be able to view all the information for all the locations owned by the "Admin" and the locations owned by the "Operator" user. Typically, "Operator" will be a franchise owner and the "Admin" will be the Store Owner thus allowing the "Admin" user to view all the locations owned and operated by both the admin and the operator users.



77/60%

Mainstreet, GA

 Admin

Dashboard

All

Main Street 25 min

Old Milton 45 min

Holcomb Bridge 45 min

East Roswell 25 min

Old Alabama Rd 5 min

Franchise

Current No. of Washes

25

Current No. of Details

35

Wash Employees

25

Score

80

Current / Forecasted Cars

60/55

Average Car Wash Time

45 min

Wash Sales

40

Detail Sales

35

Extra Services Sales

10

Merchandise Sales

15

Total Sales

100

Monthly Client Sales

200

Ave Wash \$ per car

40

Ave Detail \$ per car

35

Ave Extra Service \$ per car

10

Ave Total per car All

15

Labor cost per car

100

Detail cost per car


200

Today's Detail Schedule (8/22/19)

Total: 35

Bay#	Ticket#	Time In	Client	Phone	Time Out (Est.)	Color	Make&Model	Service	Upcharges
Bay 1	386598	10:07	Myron Wunsch	(861) 550-2796	12:10	Black	Aston Martin DB11	Interior Detail	\$11
Bay 1	393771	11:08	Harmony Harber	(909) 445-2527	13:10	Red	Audi A4	Ceramic Coating	\$13
Bay 1	474184	12:06	Destiney Ledner	(824) 487-2755	14:23	Yellow	BMW X5	Correct/Seal	\$6
Bay 2	480026	14:08	Torrey Mitchell	(929) 475-3153	15:06	Blue	Cadillac ATS	Interior Detail	\$14

CR 3.4: Checkout Module

Users can navigate to the Checkout Module by selecting the “” icon from the nav bar. The system will display the list of all the cars that are yet to be checked out after Car Wash and Car Details. All customers that have yet to be checked out will be listed with following information:

1. Ticket No
2. Customer Name
3. Check-In Time
4. Car Model/Make
5. Color
6. Estimated Time for Wash /Checkout Time
7. Checkout Button

The system will list the vehicles in chronological order as “First in – First Out” basis. The system will list the vehicles in the following manner:

1. Red = Not started or in progress
2. Yellow = Additional Services and not started/in progress
3. Blue = Hold (meaning completed wash, could be paid/unpaid, customer is off-site and hasn't picked up car)
4. Green = Completed

Further, if the user has paid, the system will display a status message as “PAID” on the top right corner of the ticket as shown below. If the user has not paid, the system will not display any status messages, indicating to the user that the customer has not paid for the services. If the customer is a member, the system will display a status message “MEMBERSHIP” with the corresponding membership level on the top right corner of the ticket as shown below.

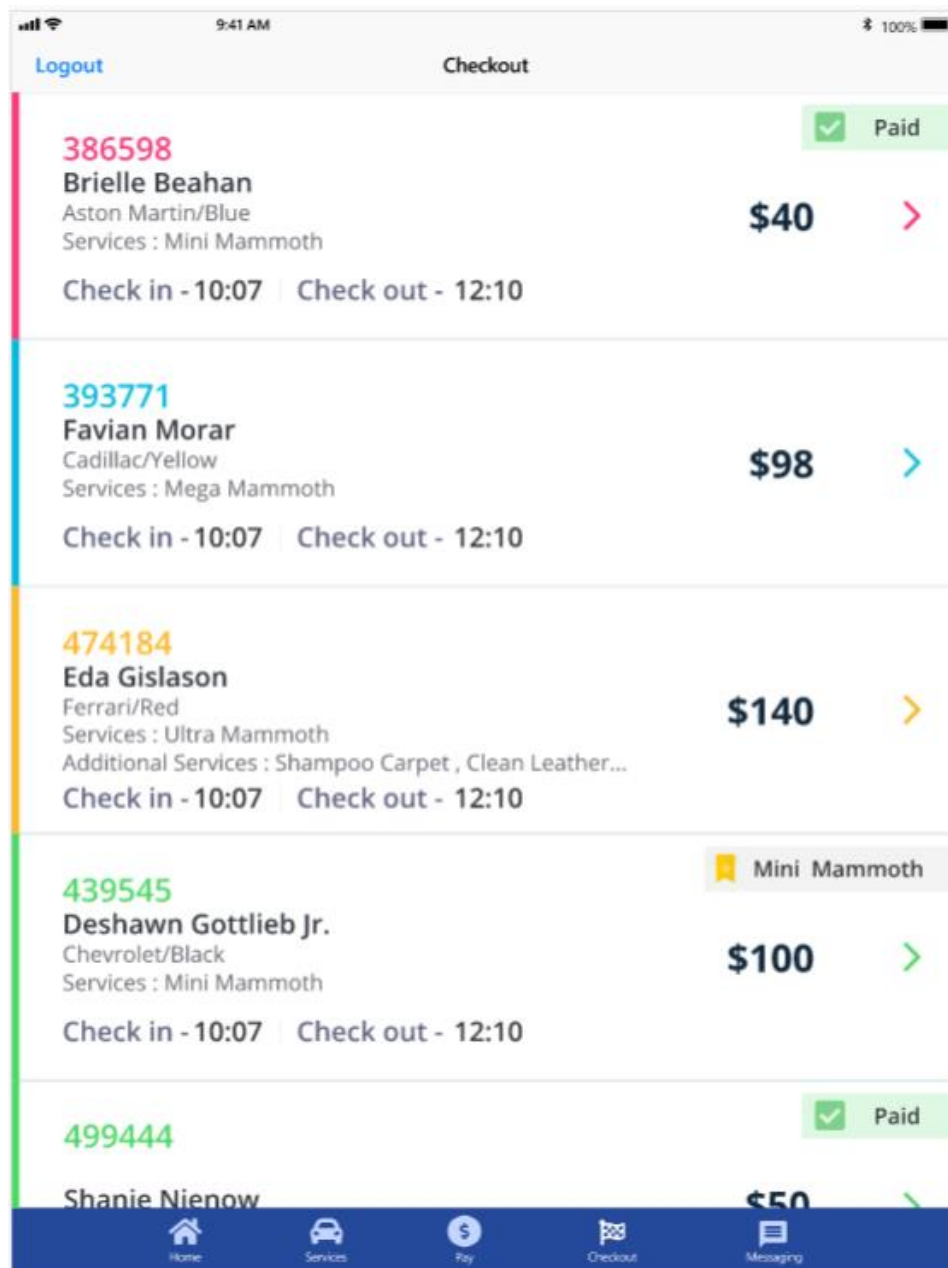
The system will display the checkout screen as described below based on the different use cases:

- a. Checked in unpaid = Red/Blank
- b. Checked in with Additional Services Unpaid = Yellow/Blank
- c. Membership and Complete = Green/Membership level in upper right
- d. Membership and Incomplete = Red/Yellow and Membership level in upper right
- e. Paid and Complete = Green/Paid in upper right
- f. Paid and Incomplete = Red/Paid in upper right
- g. Unpaid and Incomplete = Red/Blank
- h. Unpaid and Complete = Green/Blank
- i. Hold and paid = Blue/Paid in upper right
- j. Hold and unpaid = Blue/Blank

The user will be able to navigate back to the “Sales” module on the users' selection of “Sales” and complete the payment. Upon completion of payment, the user can navigate back to the “Checkout”

module to check them out by selecting the “>” button. If the customer has already paid or if they have a membership for the car, they are receiving service for, the user will be able to directly check them out upon navigating to the Checkout screen. Further, if the user tries to check out a customer who has not paid and are listed in the checkout screen, the system will generate a message confirming to the user that checkout can be completed only upon payment. Once a customer has been checked out, they will be removed from the Checkout list. Further, the wash times will be updated upon each checkout.

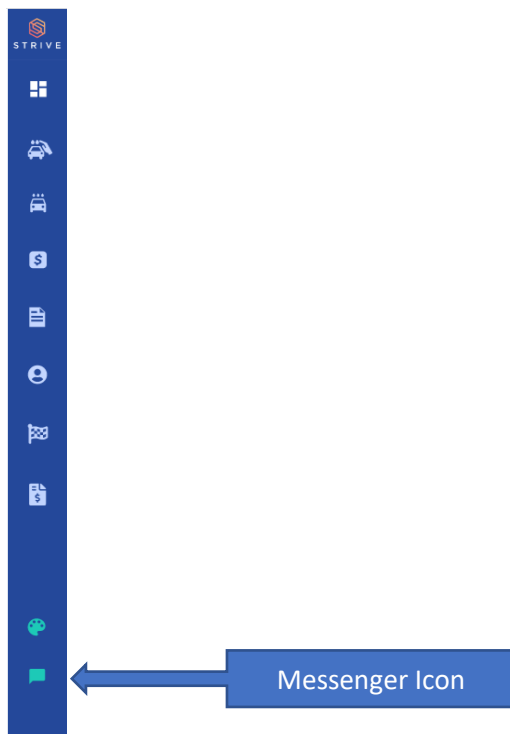
The user shall also have the option to checkout and hold the ticket by selecting the “Hold” button and the system will display this record in “Blue” color indicating that the customer is checked out, but the payment is still pending. The Wash Times will also be automatically updated upon each checkout.



If the cashier/manager checks out a vehicle, a push notification will be sent to the corresponding customer's mobile "Your car is ready for pickup. All the services are complete. Thank you!" if the customer has already paid for the service or if they are a monthly wash member respectively. Further if the customer has not paid, and the cashier/manager places the car on "Hold" status respectively, the customer will receive a push notification on their phone "Your car is ready for pickup. All the services are complete. Kindly pay the service fee at the finish bay or cashier desk before collecting your car. Thank you!".

CR 3.5: Messenger

Users can communicate with each other internally by using this "Messenger" functionality. The Messenger icon will be displayed at the bottom on the Nav Bar as shown in the mocks.



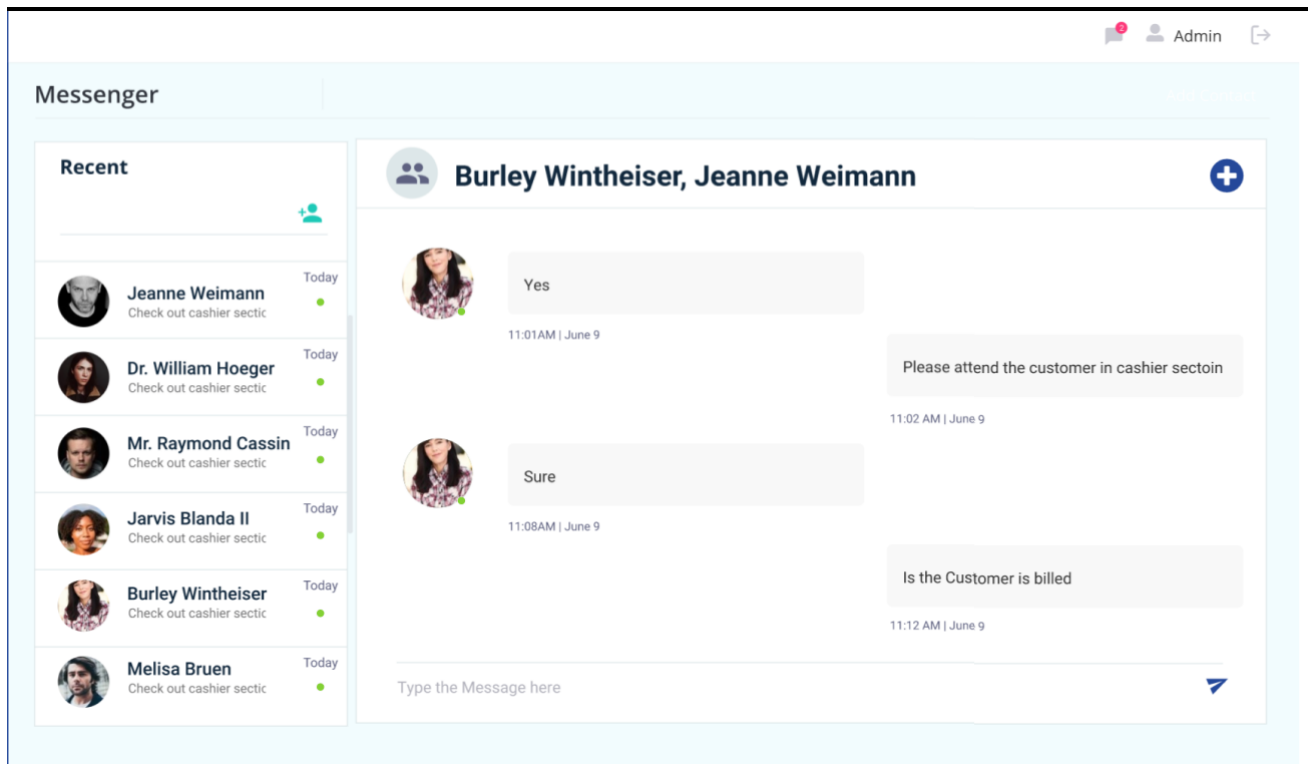
If the user receives any new messages, a notification will be displayed on the Messenger Icon as shown below.



CR 3.5.1 View Messages

On Navigating to the Messenger module, the user will be able to view each individual message by selecting the desired conversation to view. On selecting the "Messenger" icon, any past conversations with the corresponding details will be listed in the order it was received on the side and the first conversation in the list will be displayed for the user to view by default. If user wishes to view any other conversation from that list, they will have the ability to scroll down and select the conversation that they

would like to view from that list. Upon selection, the corresponding conversation selected will be displayed on the right side of the module as shown below.



CR 3.5.2 Send Text Message

Further, the user will also be able to send a message by entering text in the “Type the Message here” text box and selecting “➤” button adjacent to the text box. The text message sent will be displayed in the conversation history with date and time stamp as shown above. The “Type the Message here” text box will allow alphanumeric characters and symbols. The user will be able to navigate to a different message thread by selecting the desired conversation from the list.

CR 3.5.3 Send New Message

Users can send a message to a new contact by selecting “+” button above the recent conversation list as shown above. On selecting the button, the application will open a new message window on the side and the user will be able to send a new message.

Messenger

The mockup displays a Messenger interface with three main sections:

- Recent:** A list of recent contacts with their names, roles, and a 'Today' timestamp.
 - Jeanne Weimann (Check out cashier sectio)
 - Dr. William Hoeger (Check out cashier sectio)
 - Mr. Raymond Cassin (Check out cashier sectio)
 - Jarvis Blanda II (Check out cashier sectio)
 - Burley Wintheiser (Check out cashier sectio)
 - Melisa Bruen (Check out cashier sectio)
- Conversation with Burley Wintheiser:** A chat window showing a conversation with Burley Wintheiser. The messages are:
 - Yes (11:01AM | June 9)
 - Please attend the customer in cashier sectoin (11:02 AM | June 9)
 - Sure (11:08AM | June 9)
 - Is the Customer is billed (11:12 AM | June 9)
- Search Employees:** A list of employees to add to the conversation. It includes a search bar, a 'Select all' checkbox, and a list of names with checkboxes.
 - Luz Turcotte
 - Trent Weber
 - Derick Kessler
 - Erin Stokes
 - Enrique Smitham
 - Raven Barrows
 - Blaze Friesen
 - Beatrice McKenzie

CR 3.5.4 Send Message – Group/Multiple Users

The user will be able to add a new recipient to an existing conversation by selecting the “+” button as shown in the mock below. The users’ selection of the “+” icon will display a dropdown with all the internal employee names and the user will be able to search and select the desired user names or the user will also have the option to select all users from the dropdown and add them to the group conversation. The system will display all the internal contacts across all store locations for the user to choose from. Once the user sends the message to all the contacts selected, the message will appear as a new conversation with date and time stamp and the list of users the message was sent to.

Burley Wintheiser

Yes

11:01AM | June 9

Please attend the customer in cashier sectoin

11:02 AM | June 9

Sure

11:08AM | June 9

Is the Customer is billed

11:12 AM | June 9

Type the Message here

Burley Wintheiser

Yes

11:01AM | June 9

Please attend the customer in cashier sectoin

11:02 AM | June 9

Sure

11:08AM | June 9

Is the Customer is billed

11:12 AM | June 9

Type the Message here

☐ Select all

Luz Turcotte

☐

Trent Weber

☐

Derick Kessler

☐

Erin Stokes

☐

Enrique Smitham

☐

Raven Barrows

☐

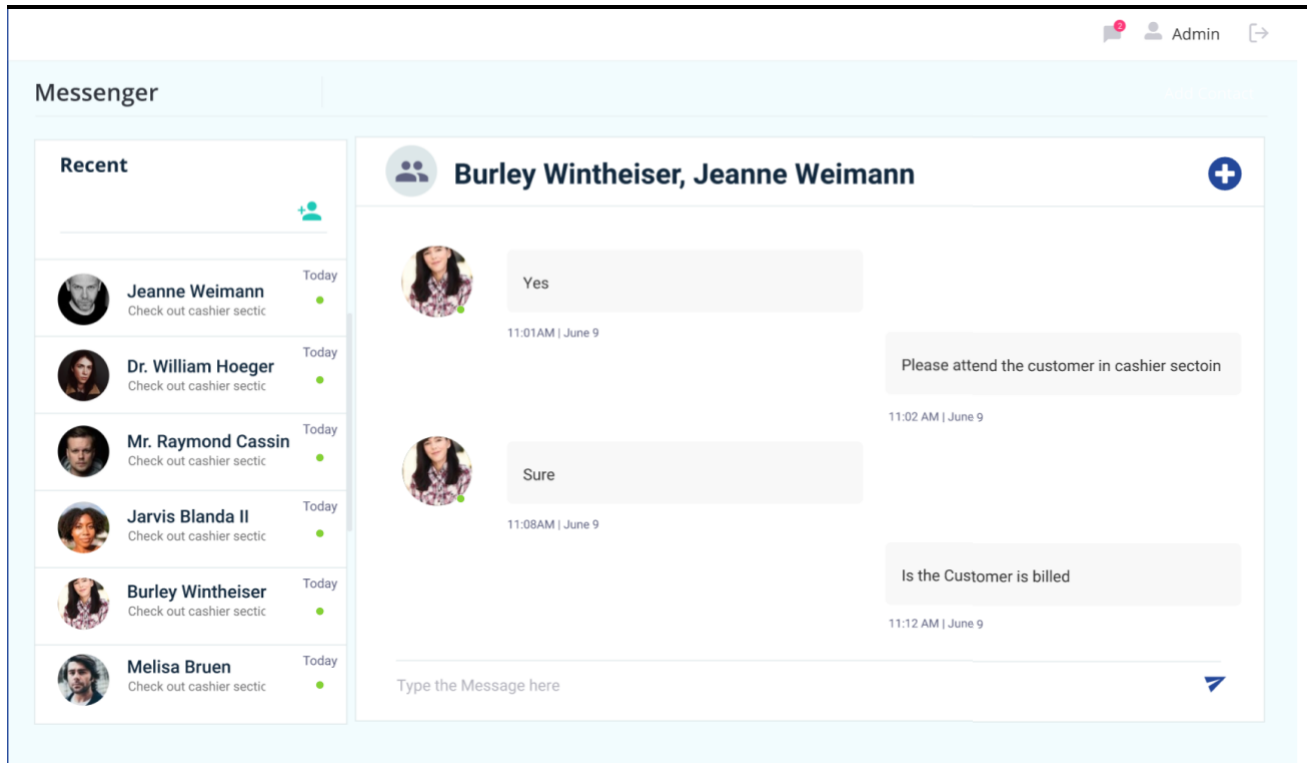
Blaze Friesen

☐

Beatrice McKenzie

☐

Add

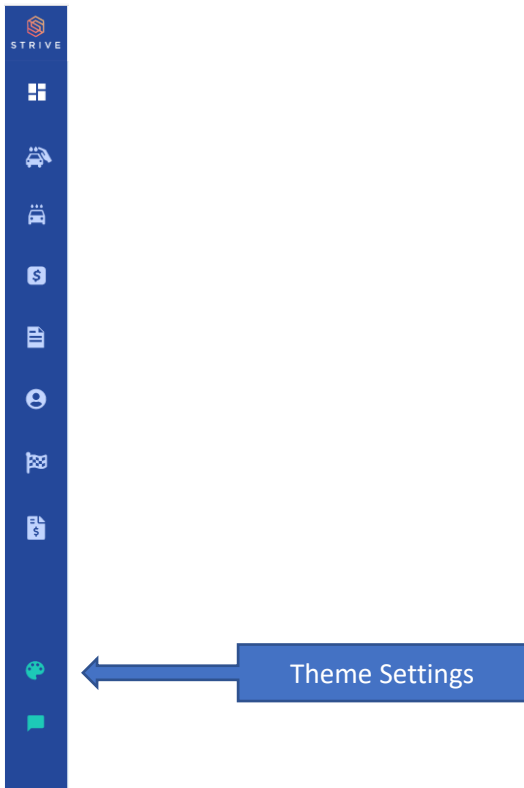
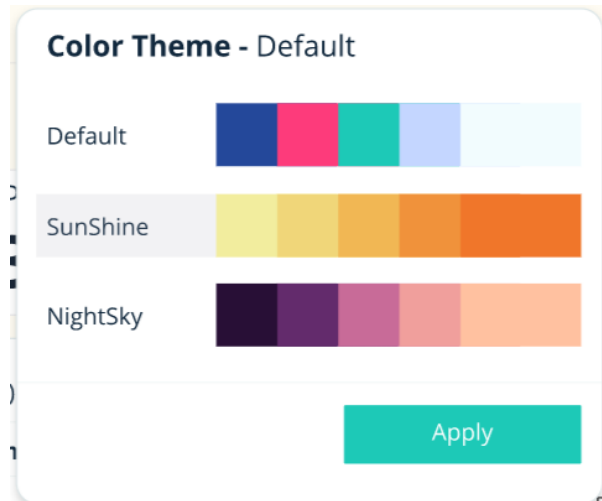


Since this feature is available in both the desktop and mobile application, if the cashier or owner or manager wants to reach out to any other users, they can quickly send them a text message from this application and convey the same without having to go in person to communicate with them.

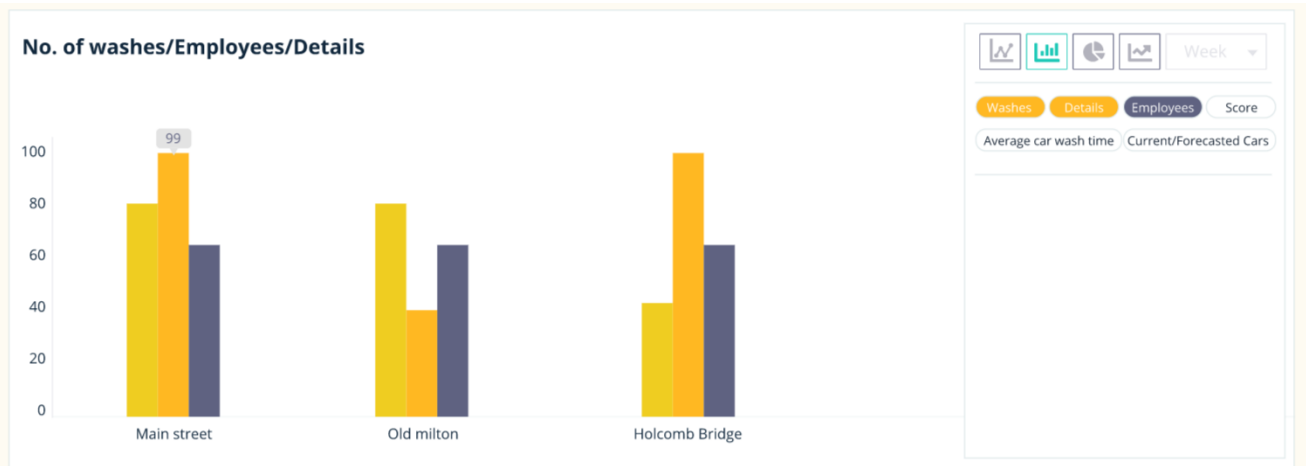
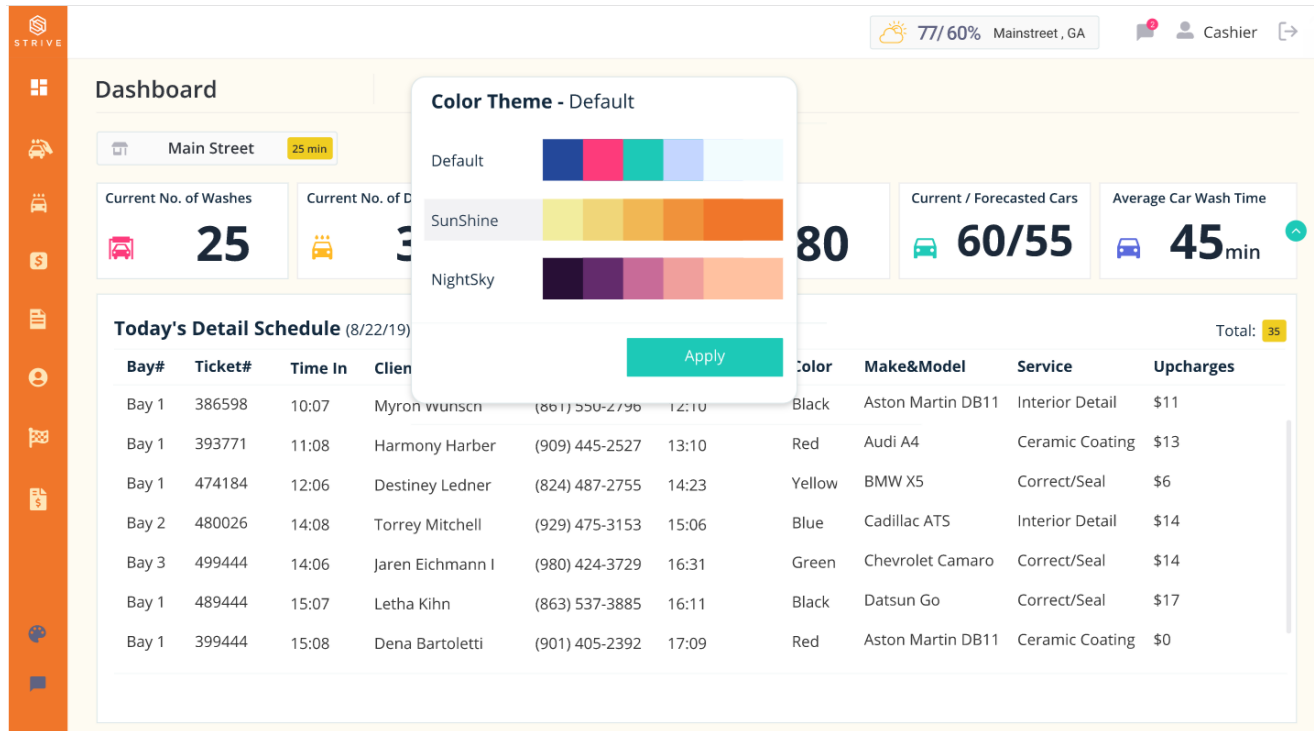
Further, the user can navigate to the other modules from the Messenger module by selecting the desired module from the navigation bar.

CR 3.6 Theme Settings:

The user shall be able to choose the background colors and the themes for the entire application using the color palette icon above the messenger icon as shown below. Further, once the user selects the icon, the system will display a modal window with a set of colors for the user to choose from as shown in the mock below.



Once the user selects the desired color theme and selects “Apply” the system will update the corresponding theme across the application. This functionality will be available for all users.



CR 4 Assumptions:

1. This application being designed for Phase 1 will only be for Strive and related Car Wash Businesses, 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. Genbook Integration - Genbook integrates with Owner's calendar and in the backend, the scheduled details will be received from the Owners calendar using the google Calendar API. Owner will be using Gmail is the assumption for this functionality.

CR 5 Questions

1. Wait Time calculation to be provided by Jimmy