

Strive – Functional Requirement Specification

Module Name: Washes Module

Document Name: Functional Requirement Specification

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Table of Contents

CR 1 Introduction:	2
CR 1.1 Navigation	2
CR 2 Login Page	2
CR 2.1 Exception Handling	3
CR 3 Washes – Internal Web App	3
CR 3.1 Wash Dashboard Info:	5
CR 3.2 Wash Queue	5
CR 3.3 New Wash	6
CR 4 Assumptions:	13
CR 5 Questions:	13

CR 1 Introduction:

This document provides a high-level overview of the Internal Web App Washes module.

CR 1.1 Navigation

The user will have access to open the Strive app from any browser in the Desktop. On opening the app, the user will be navigated to the login page and can use appropriate 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 -> Wash Dashboard

CR 2 Login Page

The login page will display fields 'Username' and 'Password' and login button.



The screenshot shows a web browser window titled "A Web Page". The address bar displays "http://StrivePOS.com". The page content features the Strive logo (a stylized 'S' in a hexagon) and the word "STRIVE" in bold, uppercase letters. Below the logo, there are two input fields: "User Name :" and "Password :". At the bottom, there are two buttons: a green "Submit" button with a right-pointing arrow icon, and a red "Cancel" button with a circle and slash icon.

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 Washes – Internal Web 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
2. Washes
3. Detail
4. Sales
5. Messenger
6. Checkout
7. Payroll
8. Reports
9. Admin

There are 4 user roles that can access this internal web application:

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

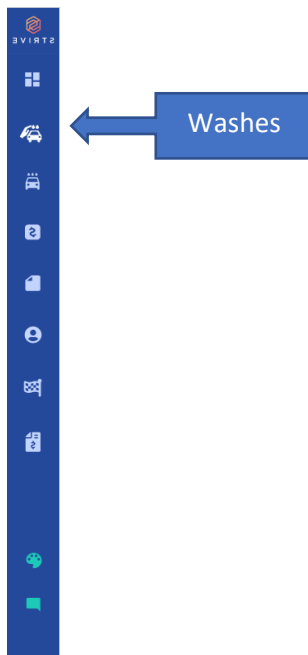
Depending on the user role, the users will either have access to the entire application or will have access to specific restricted modules in the application.

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 (TBD)

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

Upon successful login, all users will be navigated by default to the Home Module in the Strive Web Application. The user shall be able to navigate to the Washes Module by selecting the sales icon on the navigation bar as shown below:



The Washes Module by default will display the following functionalities as shown in the mock:

1. Wash Dashboard Info
 - a. Current No. of Washes
 - b. Current No. of Details
 - c. Wash Employees
 - d. Score
 - e. P/L

- f. Wait Time
- 2. Wash Queue with Date:
 - a. Ticket No.
 - b. Client Name
 - c. Phone No.
 - d. Car Model/Make
 - e. Time In
 - f. Est. Time Out
 - g. Wash Package /Services
 - h. Pay
- 3. New Wash:
 - a. Add Client
 - b. Select Barcode
 - i. Add Vehicle
 - 1. Type
 - 2. Model
 - 3. Upcharge
 - 4. Color
 - ii. Service Type Selection
 - iii. Notes
 - c. Delete
 - d. Save and Done
 - e. Print
 - f. Pay

CR 3.1 Wash Dashboard Info:

The Wash and Detail Dashboard shall display the following statistics for all users at the top of the Washes Module for the current location.

1. Current Wash Count – Total no. of car washes completed today for the current store location
2. Current Detail Count – Total no. of details completed today for the current store location
3. Current Employee Count – Total employee count today for the current store location
4. Score – Ratio of No. of washes to No. of Employees keeping average car wash time for each car as 1.25 hours. Typically the ideal score is at an average of 80 given that each car wash on an average takes 1.25 hours.
5. Wash Time – The wash time corresponds to the time a customer needs to wait until they can get their car wash completed.

CR 3.2 Wash Queue


The users will be able to view the list of all the cars checked in at the check-in station with the current date and location specified at the top. Cars at the check in station will be checked in by the following methods:











1. Scanning the barcode on the car at the check-in station


2. Drive up/Continue as a Guest at the check-in station
3. Add New Wash through the Washes module in Internal Web app by cashier/manager

The Washes Queue will display the following attributes upon vehicle check-in:


- a. Ticket No. – The ticket No. on the ticket generated for the current services
- b. Client Name – Name of the Customer
- c. Phone No.- Contact Number of the customer
- d. Car Model/Make/Color – Make/Model/Color of the Car
- e. Time In – The Time the Car was checked in
- f. Est. Time Out – Estimated Time out after wash
- g. Wash Package /Services – The Car Wash package/services the customer has opted for
- h. Pay – This feature will navigate the user to the Sales module where customers can pay for the service and any items, they purchase at the store location.






70/60% Mainstreet, GA




Cashier

Washes


Current No. of Washes

 **15**


Current No. of Details

 **10**


Wash Employees

 **15**


Score

 **100**

Current / Forecasted Cars

 **25/25**

Average Car Wash Time

 **30min**

Washes (8/22/19)

Create New Wash

Ticket No.	Client Name	Phone No.	Car Model/Make/Color	Time In	Time Out (Est.)	Wash Package /Services	Action
144171	Myron Wunsch	951-505-9600	White Chevrolet SUV	10:07	12:10	Mini Mammoth	Pay
144164	Harmony Harber	941-405-3600	Gray Toyota None	11:08	13:10	Mini Mammoth	Pay
144165	Destiney Ledner	851-405-8600	Black Toyota None	12:06	14:23	Mega Mammoth	Pay
144166	Torrey Mitchell	751-305-3600	Red Ferrari None	14:08	15:06	Mega Mammoth	Pay
144167	Jaren Eichmann I	951-905-9600	White Chevrolet SUV	14:06	16:31	Ultra Mammoth	Pay
144168	Letha Kihn	851-505-3600	Gray Toyota None	15:07	16:11	Mini Mammoth	Pay
144169	Dena Bartoletti	751-405-5600	Black Toyota None	15:08	17:09	Mini Mammoth	Pay
144170	Carlee Hagenes	851-405-5400	Red Ferrari None	10:07	12:10	Mini Mammoth	Pay
144171	Myron Wunsch	951-405-5600	White Chevrolet SUV	11:08	13:10	Ultra Mammoth	Pay

CR 3.3 New Wash

Users will be able to add new wash in the Washes module. Once the user selects “New Wash”, the system will open a modal window with the following attributes:

1. Ticket No. – A new ticket no. will be generated by the system when the user selects “New Wash”
2. Time In – The system will display the time when the new ticket was generated when the user selects “New Wash”.
3. Est. Time Out – The system will display the estimated time of completion of the car wash based on the wait time.

4. Est. Min –Est. Min corresponds the total difference in time between the “Time In” and “Est. Time Out” indicating the approximate time for the car wash to be completed in minutes.
5. Bar Code – The user shall be able to input the bar code number of the vehicle for regular customers. If it’s a new customer, the user shall be able to continue without inputting the barcode and just selecting the services requested, the system will display the option “Drive Up” against the Client Name field next to barcode if barcode is not entered.

NEW WASH

Close

Ticket No. 223456 Drive up
Time In : 09 - 09 -2019 15 : 36
Est.Time : 09 - 09 -2019 16 : 00
Est.Min : 29 min

Bar Code

Client

Select

Add client

Type

Model

Color

Washes

Select

Select

Select

Upcharge Type

Upcharges

Air Fresheners

None

None

Select

Additional Services

☐ Clean Inside Rims
☐ Shampoo Floormat
☐ Shampoo Carpets
☐ Shampoo Seat

☐ Shampoo Spot
☐ Clean Leather Seats
☐ Clean Door Panel
☐ Dog Hair

☐ Cond.Leather Seats
☐ Condition Dash
☐ Condition Door (per)
☐ Excessive Mud

☐ Silicone Ext Rubber
☐ Detail Add-Ons
☐ Clean Engine
☐ Ultra Clrcoat Prtect

☐ No Silicone
☐ No Brush /No Sapillo
☐ Wash Mitts
☐ Rain X Protection

☐ Clean Trunk Bed
☐ Bid Oder Remover
☐ Sticker Removal (per)
☐ Ozone treatment

☐ Headliner Cleaned
☐ Frabic Sealer
☐ Vacuum Trunk
☐ Headlamp Restoration

☐ Daily Duties
☐ Prep Vehicles
☐ photo of Vechicle
☐ Clean Inside Rims

☐ Shampoo Floormat
☐ Shampoo Carpets
☐ Shampoo Seat
☐ Shampoo Spot

Notes

Delete

Save

Pay

Print

6. Select – For a new ticket, if the Barcode field is empty, when the user clicks on “Select” the system opens a modal window where the user can search and choose the existing client and thereby associating the existing customer with the ticket number generated.
If it is a new ticket generated and user has keyed in the valid barcode then it displays the corresponding customer information, the select button will not work in this scenario and will be greyed out.

NEW WASH

Close

Ticket No. 223456
Time In : 09 - 09 -2019 15 : 36
Est.Time : 09 - 09 -2019 16 : 00
Est.Min : 29 min

Bar Code

Client

Vehicle

42145689

John Rambo

Gray Chevrolet SUV(D)

Select

Add Vehicle

Add client

Type

Model

Color

Washes

Select

Select

Select

Upcharge Type

Upcharges

Air Fresheners

None

None

Select

Additional Services

Notes

☐ Clean Inside Rims
☐ Shampoo Floormat
☐ Shampoo Carpets
☐ Shampoo Seat

☐ Shampoo Spot
☐ Clean Leather Seats
☐ Clean Door Panel
☐ Dog Hair

☐ Cond.Leather Seats
☐ Condition Dash
☐ Condition Door (per)
☐ Excessive Mud

☐ Silicone Ext Rubber
☐ Detail Add-Ons
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☐ Vacuum Trunk
☐ Headlamp Restoration

☐ Daily Duties
☐ Prep Vehicles
☐ photo of Vechicle
☐ Clean Inside Rims

☐ Shampoo Floormat
☐ Shampoo Carpets
☐ Shampoo Seat
☐ Shampoo Spot

Delete

Save

Pay

Print

Similarly, for an existing ticket, if the barcode information is inputted by the user, the it will automatically display the customer information, and the select button will not work in this scenario and will be greyed out.

Although, when the user removes/deletes the valid barcode then Select button will be available for the user to choose again.

7. Add/View Client – The user shall be able to select “Add/View Client” to add a new customer to the application and view existing customer information in the system. Once the user selects “Add/View Client” option, the system will open a modal window with the following fields for the user to input for a new client and save or the system will display the existing information for an existing client and the user shall be able to update the information and save changes as required. The fields that will be displayed when a user chooses this functionality are as specified below:
 - a. First Name
 - b. Last Name
 - c. Phone 1, Phone type (Cell, Work, Home)
 - d. Phone 2, Phone type (Cell, Work, Home)
 - e. Address
 - f. Customer Type
 - i. Regular
 - ii. Corporate
 - iii. Monthly
 - iv. Comp
 - g. Status

- h. Email
- i. Notes
- j. Save
- k. Cancel

The user shall be able to input all the fields specified above and select “Save” to add the customer to the application. The user will be navigated back to the “New Wash” window upon selecting “Save” and the new user information will be saved in the database. The users’ selection of “Cancel” will navigate the user back to the “New Wash” window without saving new customer information. The system will function as above only if the bar code has not been inputted.

If a valid bar code is inputted, the system will auto populate the corresponding customer information, when the user selects “Add client”, the system displays the existing client information where the user shall be able to view/edit and save the information accordingly.

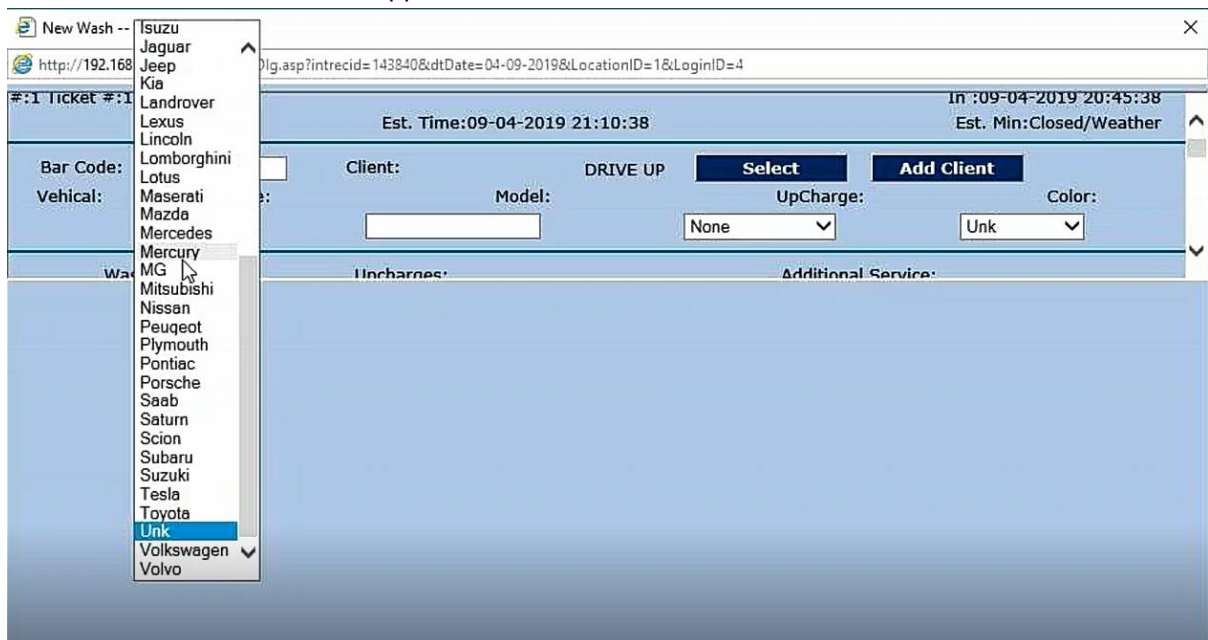
Although, as mentioned above, if the barcode is not inputted and the user selects “Add client” then User will be able to input new client information.

The user shall be able to see all the client information with the previous/past services history of the client respectively as well by navigating to the client profile from the Admin Module in the navigation bar. The user shall be able to navigate back to the washes module by selecting the wash icon from the navigation bar.

The screenshot displays two overlapping web application windows. The background window, titled 'New Wash -- Webpage Dialog', shows a form for adding a new wash. It includes fields for 'Bar Code', 'Client' (with a 'Select' button), 'Model', 'Type', 'UpCharge', and 'Color'. There are also 'Unk' and 'Link' buttons. The foreground window, titled 'Client Add/Edit -- Webpage Dialog', is a modal form for adding or editing a client. It contains fields for 'First Name' (Ramkumar), 'Last Name' (Rajendran), 'Address' (test), 'City', 'Email', 'Phone 1', 'Phone 2', 'Type' (with a dropdown menu showing 'Regular', 'Corporate', 'Monthly', and 'Comp'), and 'Status'. There are 'Save' and 'Cancel' buttons at the bottom. The application is running in a web browser, and the Windows taskbar at the bottom shows the time as 8:46 PM on 9/4/2019.

8. Add Vehicle – The user will be able to add multiple vehicles to existing customers. If the user wants to add a new vehicle to a new customer, the user shall be able to do so by adding a new client as specified above and then select “Add Vehicle”. The user shall be able to associate up to 10 vehicles per customer. The user shall be able to edit Vehicle info for Drive Up for new customers without adding them to the application as well. The users’ selection of “Add Vehicle” would display the following fields for the user to input.

- a. Type – The user will be able to choose the type of the vehicle (Make) from a dropdown, the customer is getting the service for as shown in the mock below. If the type of car is not known, the user can choose “Unk” signifying “Unknown”. The default value for the Type field will be displayed as “Unk”. New Vehicle modal, color and make can be added and updated in the Setup screen under the “Vehicle Setup” module. Any new make, model or color added in the setup screen will be updated across the application and the other mobile and iPad apps as well.



- b. Model – The user will be able to select the Model of the car from the dropdown list and if the model of the car is not known, the user shall be able to choose “Unk” as an option. By default, the system will display “Unk” for Model.

- c. Color: The user shall be able to choose the color of the car from the dropdown. The default value of the field will be displayed as “Unk”.
- d. Washes – The user shall be able to select the wash package service that the customer wants to perform from the following options:

- a. Ultra Mammoth
- b. Mega Mammoth
- c. Mammoth
- d. Mini Mammoth

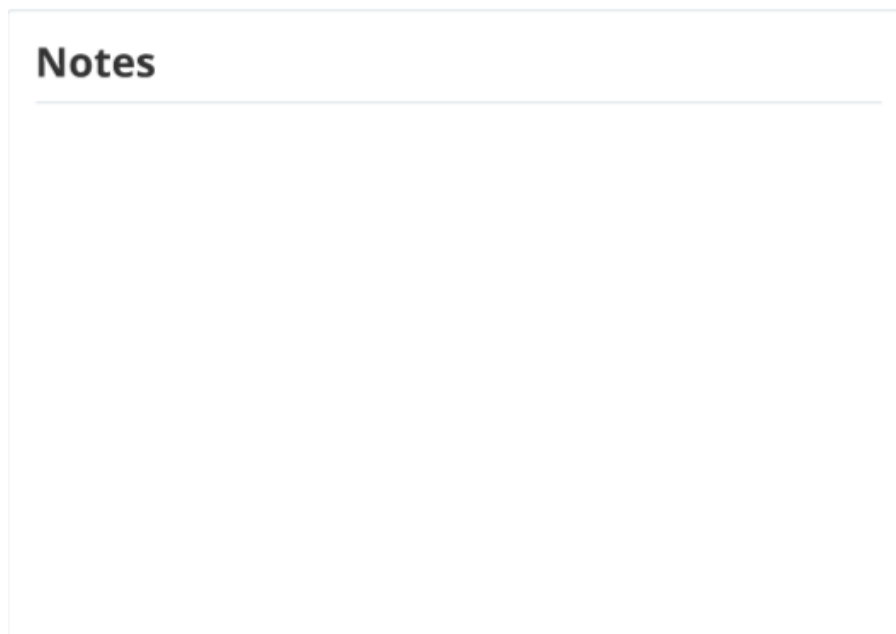
The Rates will vary by package chosen. This field will be a required field for the user to choose from and the default value will be set to “Mammoth”. The user will be able to update the wash type by selecting the desired option from the dropdown.

e. Monthly Additional Services

- i. The user shall be able to add multiple additional services to the customer and the customer will be billed monthly for the selected membership services and any additional services requested. For instance, mammoth offers wheel cleaning as an additional service and the customer can get unlimited monthly wheel cleaning if they have signed up for this additional service by paying an extra 10\$ amount per month on top of the membership service they have. If the customer decides against this additional monthly service, the customer will be required to pay \$10 every time they require this service. Similarly, if the customer would like to upgrade the membership plan from a lower plan to better membership wash plan, the user will be able to add the

additional services fee so that going forward the corresponding changes will be reflected for the customer. This field will be a non-mandatory editable text field which will accept float values only.

- f. Upcharge Type – The user shall be able to add upcharges based on the size of the vehicle as shown in the figure below. Further if no upcharges will be added, the user shall be able to choose “None”. By default, the system will display “None” for upcharges. It is not a mandatory field for the user to choose.
 - g. Upcharges – The user shall be able to add upcharges based on the Upcharge type selected. If there are no upcharges that are required to be added, the user shall be able to choose “None” from the dropdown. The default value of this field will be none and it is not a mandatory field for the user to choose.
 - h. Air Fresheners- The user shall be able to select the type of air fresheners that should be used during the service for the car based on the customers request. The default value of this field will be none and it is not a mandatory field for the user to choose.
9. Type of Service required – The user shall be able to select all the detail service requirements as requested by the customer such as Wash packages, Upcharges and any additional services that require to be completed for the Detail service.
10. Notes – Notes field is a text area field that will accept alphanumeric characters and symbols. The user shall be able to enter any relevant notes for the current wash.

A screenshot of a web application interface showing a text area for notes. The word "Notes" is displayed in bold at the top left of the text area. The text area itself is a large, empty rectangular box with a light gray border, intended for the user to enter notes.

11. View Past Client Notes– If there are any notes associated with the client, the system will display “View Past Client Notes” button for the user to view. Once the user selects this button, the system will display a modal window with all the client information including the client notes in a read only format. The user shall be able to select “Back” button to navigate back to the current

wash information. If there are no notes associated with the client, the button will be disabled, and the user shall not be able to view any client related information unless there is client notes associated with the client.

12. Pay – The user shall be able to select “Pay” after entering all the relevant details in the New Wash
13. Delete – The user selection of “Delete” will prompt the user with an error message “Are you sure you want to delete the ticket?”. If the user selects “Yes” the system navigate the user back to the Washes Queue screen, and the ticket will be deleted. This action cannot be rolled back and retrieved. The users’ selection of “No”, will navigate the user back to the new wash module where the user will be able to update the information and save the new wash details.
14. Save – The users selection of “Save” will save the new wash details and navigate the user back to the washes queue. The new wash will be listed as the last item in the queue with “Pay” button adjacent to it.
15. Print – The users’ selection of “Print” will print the ticket for the customer with relevant wash package details and customer details. The customer will be able to make a payment with this receipt and give it to the car wash person to complete the wash packages as specified on the ticket.
16. Close – The users’ selection of “Close” will close the new wash screen without saving any changes and navigate the user back to the Washes Queue module.

CR 4 Assumptions:

1. This application being designed for Phase 1 will only be for Mammoth Car Wash and other similar 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. Payment Method by “Check” will not be included for the new system.
4. Mobile Unit will be included as a part of Phase 2
5. Services can be setup extended and edited using the Setup Services functionality in Admin Module.
6. New Vehicle Make, Model and colors can be added/edited using the Vehicle Setup functionality in Admin Module.
7. Gift Cards will be handled in Sales and Admin modules respectively

CR 5 Questions:

1. Max limit of vehicles that can be added for each client? We have assumed it will be 10, would the system allow more than 10 vehicles to be added?