Strive – Functional Requirement Specification

Module Name: Owner Mobile App

Document Name: Functional Requirement Specification

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10/16/2019	0.1	Owner Mobile App	Madhuri	Ramkumar Rajendran	Seth Narayanan
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Table of Contents

CR 1 Introduction:

This document provides a high-level overview of the Owner Mobile App.

CR 1.1 Navigation

The user will have access to open the Strive Owner App from the app store from any mobile device and this app will be supported on both Android and IOS platforms. On opening the app, the user will be navigated to the login page and can use appropriate credentials to login. The user will be navigated to the home/dashboard screen upon logging in.

CR 1: Login page

CR 2: Login Page -> Home/Dashboard

CR 3.1: Login Page -> Home -> Detail Schedule

CR 3.1: Login Page -> Home -> Checkout Module

CR 3.1: Login Page -> Home -> Messenger

CR 3.1: Login Page -> Home -> Inventory Management

CR 2 Login Page

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

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 Owner Mobile App

The Strive Owner App can be accessed from any android/IOS mobile device. On selecting the app and upon successful login, the application would provide the feature set as explained further in the document. The navigation bar below shall display 5 icons to provide store management services to the user as below.

1. Home/Dashboard
2. Detail Schedule
3. Checkout Module
4. Messenger
5. Inventory Management

The system will display the following functionalities for an operator/owner. The operator/owner will have access to all the store locations that are owned and operated by the Operator/Owner. 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

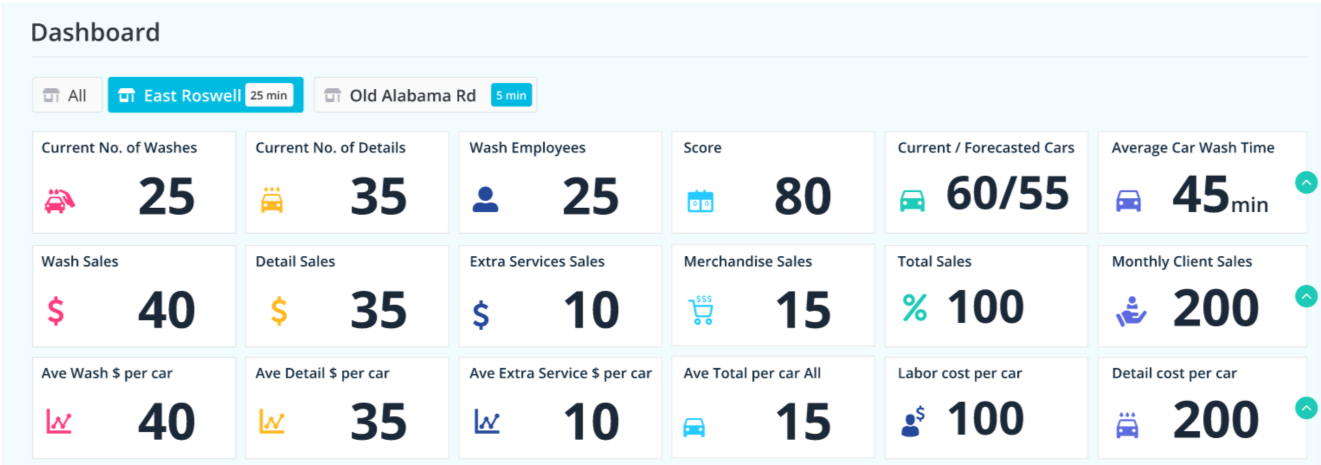
12. Total Sales
13. Monthly Client Sales
14. Average Wash $ per car
15. Average Detail $ per car
16. Average Extra Service $ per car
17. Average Total per car All
18. Labor Cost per car
19. Detail Cost per car
20. Chart View
21. Today's Detail Schedule/Bookings list

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 3.1 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 3.1.1 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 3.1.2 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 3.1.3 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 3.1.4 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 3.1.5 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 3.1.6 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 3.1.7Daily 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 3.1.8 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 3.1.9 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 3.1.10 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 3.1.11 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 3.1.12 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 3.1.13 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 3.1.14 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 3.1.15 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 3.1.16 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 3.1.17 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.

3.1.18 Labor Cost Per Car All Minus Details:

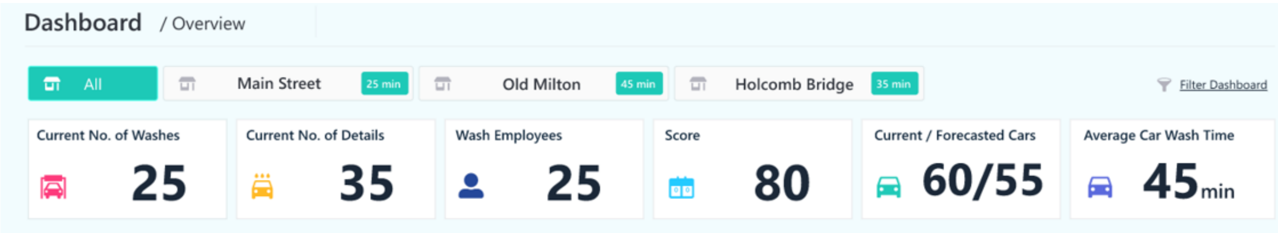
This corresponds to the average total amount paid per car to employees for Washes and Additional Services excluding Details for all the locations. If the user selects a specific store location, the data will reflect the average value for the selected store location.

CR 3.1.19 Detail Cost Per Car:

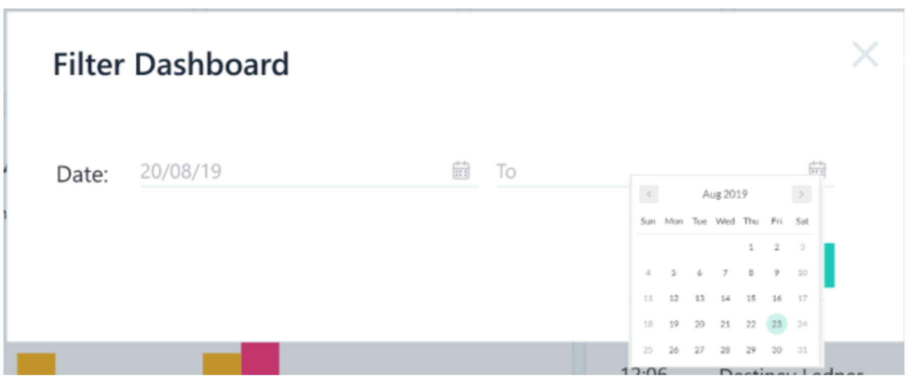
This corresponds to the average total amount paid per car to employees for Details excluding Washes and Extra Services for all the locations. If the user selects a specific store location, the data will reflect the average value for the selected store location.

CR 3.1.20: 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.

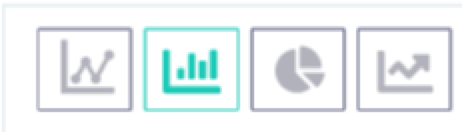
Further, the user shall be able to select a specific location to review the dashboard statistics for the selected location for the specified date range. The users' action of refreshing the screen will clear the filter applied and display the default dashboard view for the current day.

CR 3.2: 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:

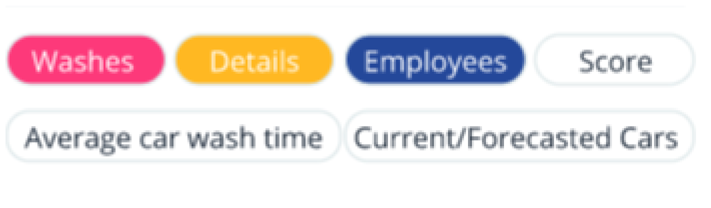
1. Type of Chart
   a. Dot Line Chart
   b. Bar Chart
   c. Pie Chart

d. Line Chart



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

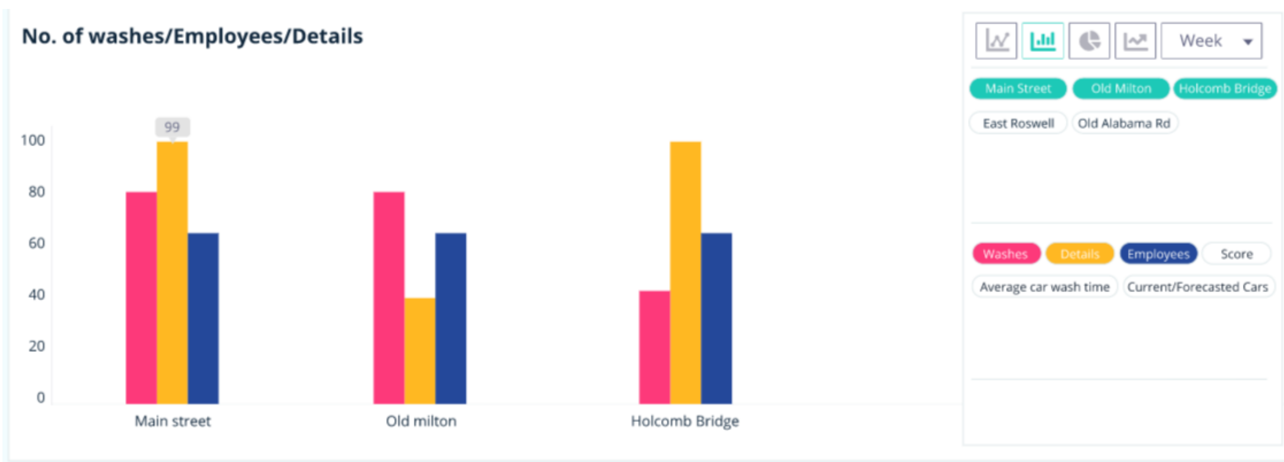
3. Data Points - Multiple datapoints can be selected for representation at the sa1me time.
    a. Washes – Total Number of Washes for the chosen timeline
    b. Details – Total Number of Details for the chosen timeline
    c. Employees – Total Number of Employees for the chosen timeline
    d. Score – 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.



4. 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: 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) 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 3.4: 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:

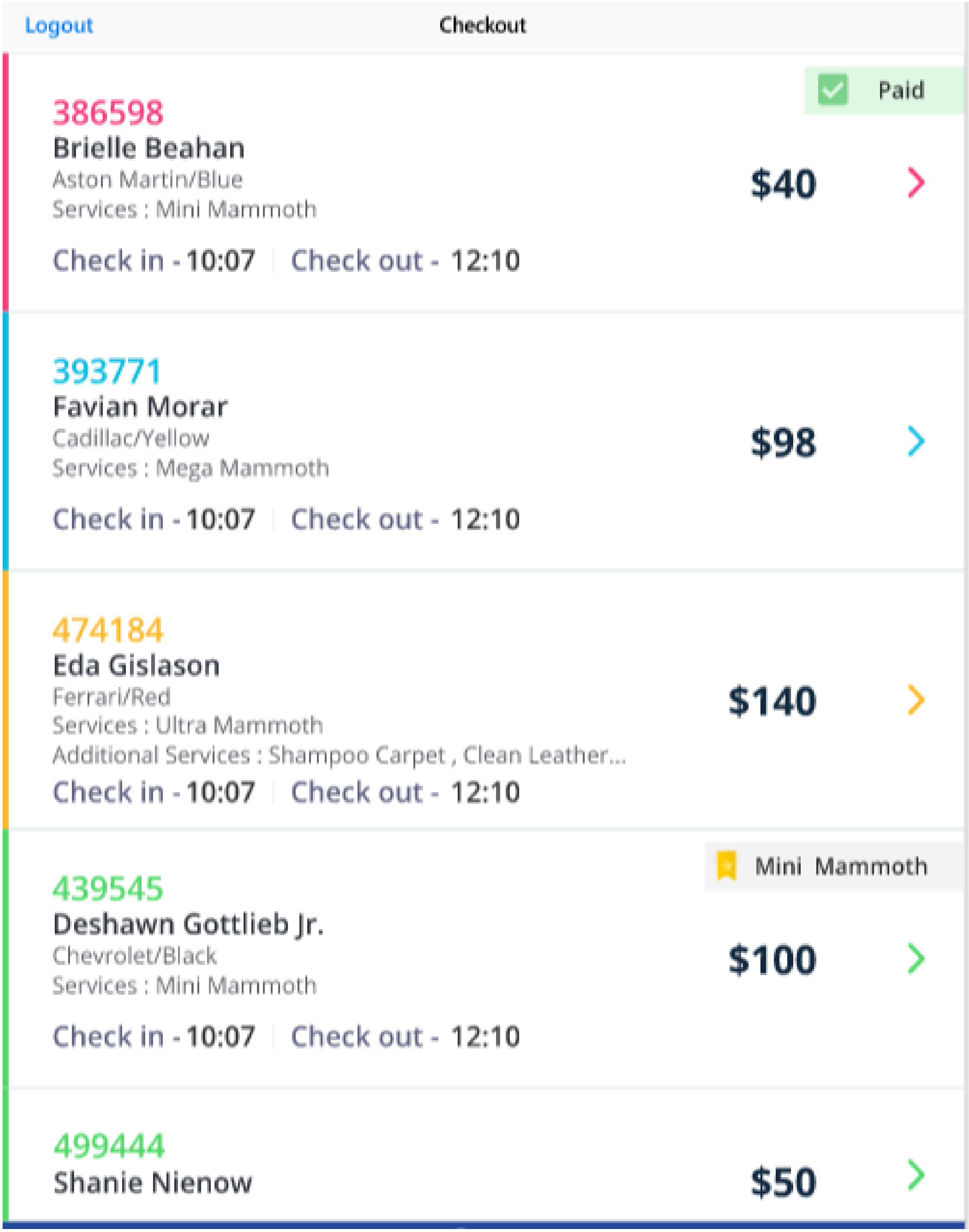
1. Red = Not started or in progress
2. Yellow = Additional Services and not started/in progress
3. Blue = Hold (meaning completed wash, could be paid/unpaid, customer is off-site and hasn't picked up car)
4. Green = Completed

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.


Logout
Checkout
Paid
386598
Brielle Beahan
Aston Martin/Blue
Services : Mini Mammoth
$40
Check in - 10:07
Check out - 12:10
393771
Favian Morar
Cadillac/Yellow
Services : Mega Mammoth
$98
Check in - 10:07
Check out - 12:10
474184
Eda Gislason
Ferrari/Red
Services : Ultra Mammoth
Additional Services : Shampoo Carpet , Clean Leather...
$140
Check in - 10:07
Check out - 12:10
Mini Mammoth
439545
Deshawn Gottlieb Jr.
Chevrolet/Black
Services : Mini Mammoth
$100
Check in - 10:07
Check out - 12:10
499444
Shanie Nienow
$50

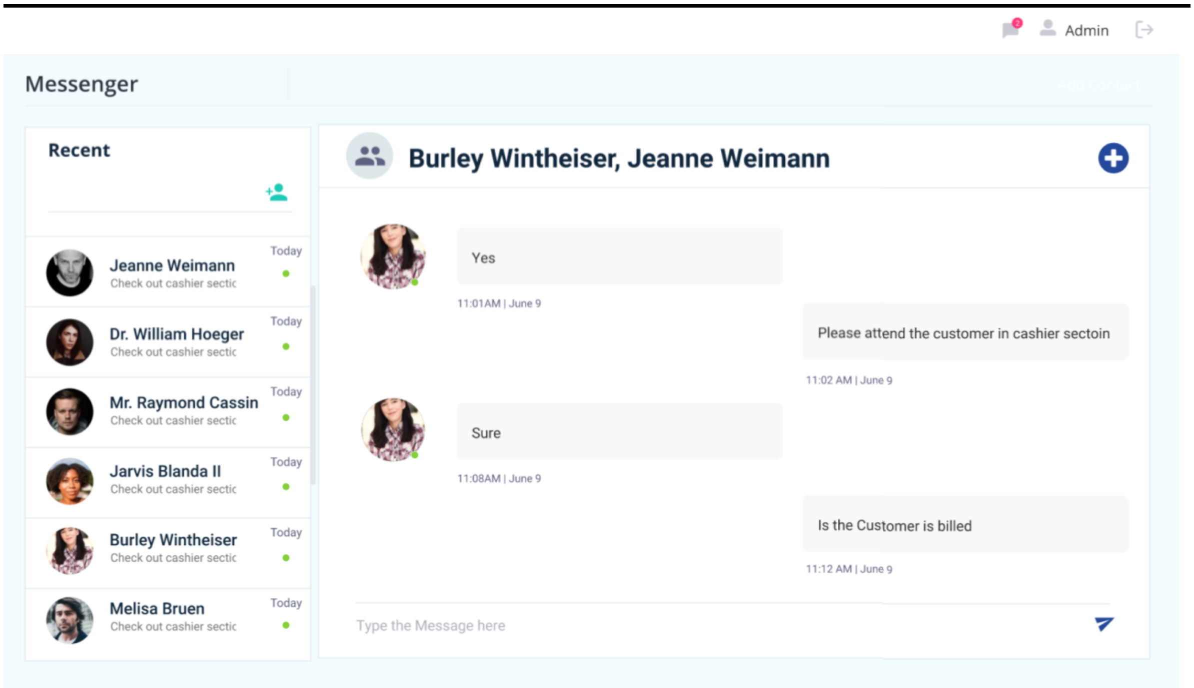
CR 3.5: Messenger

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. The user shall also receive push notifications upon receipt of new messages.

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.

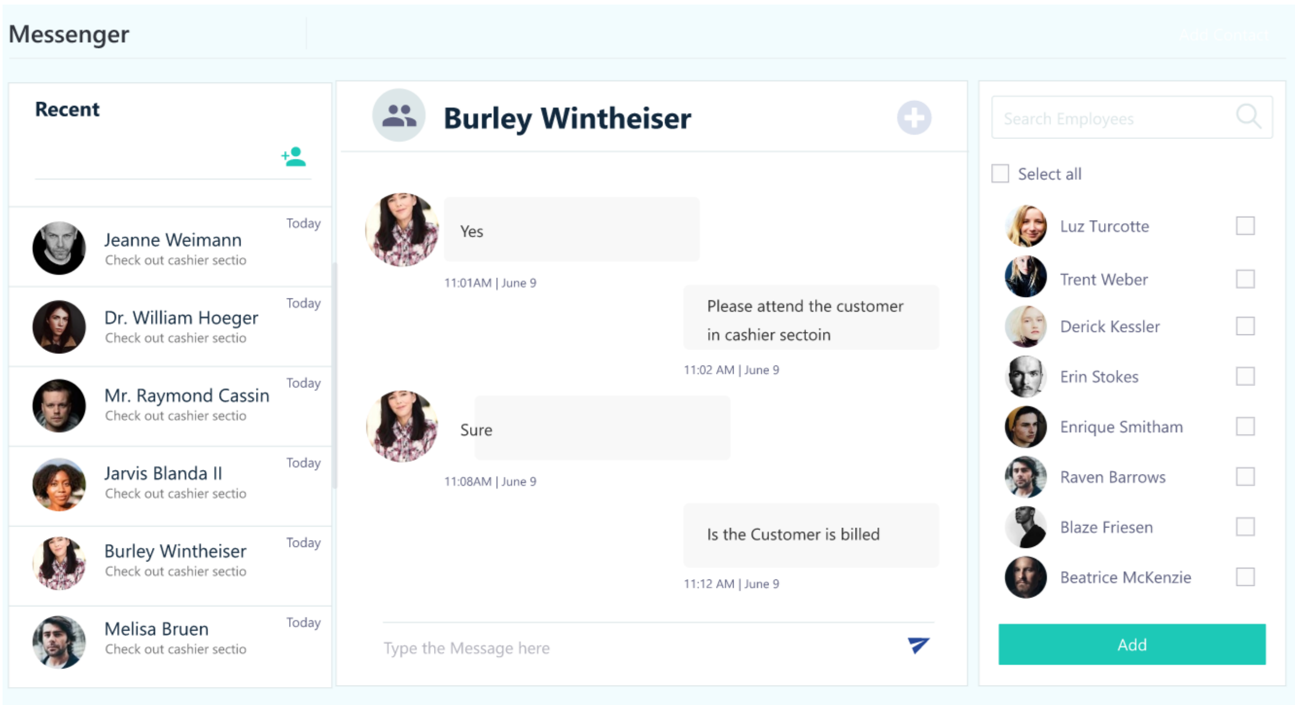


CR 3.5.2 Send Text Message

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.

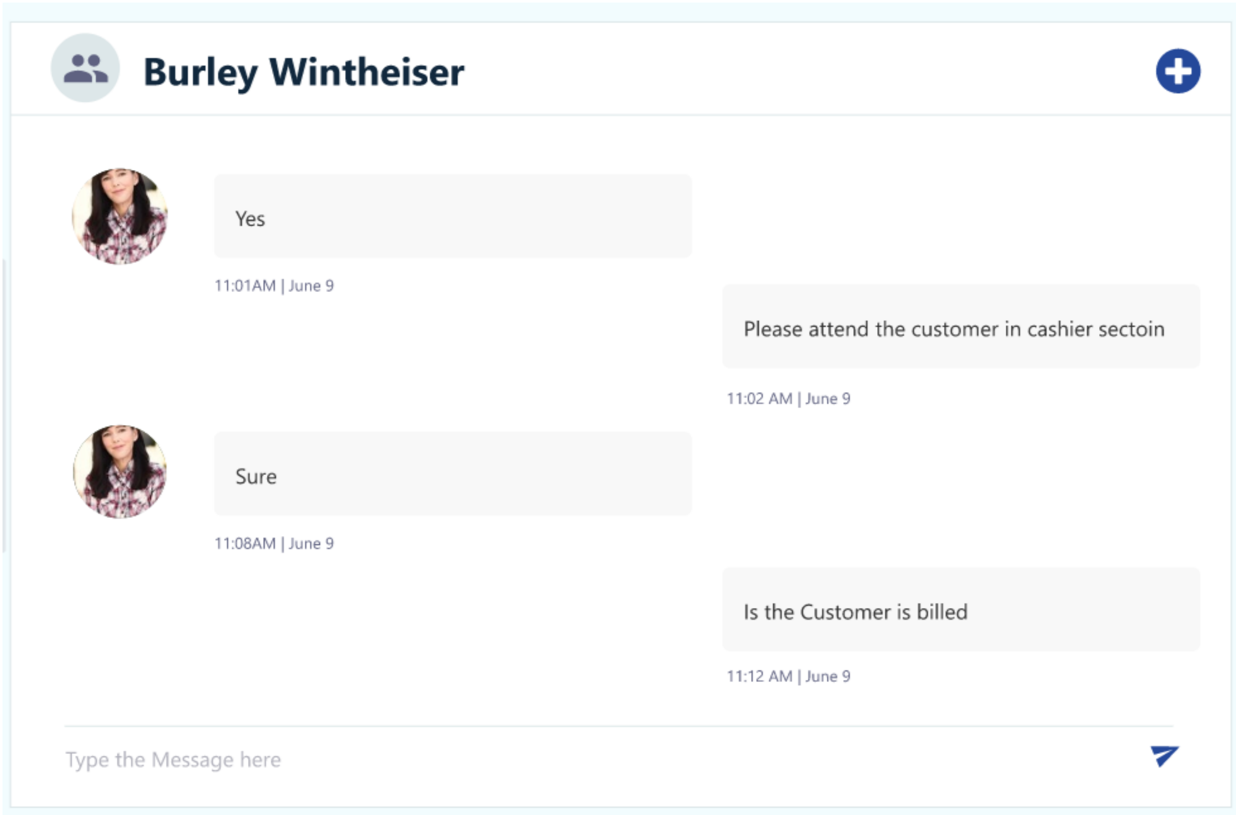
CR 3.5.3 Send New Message

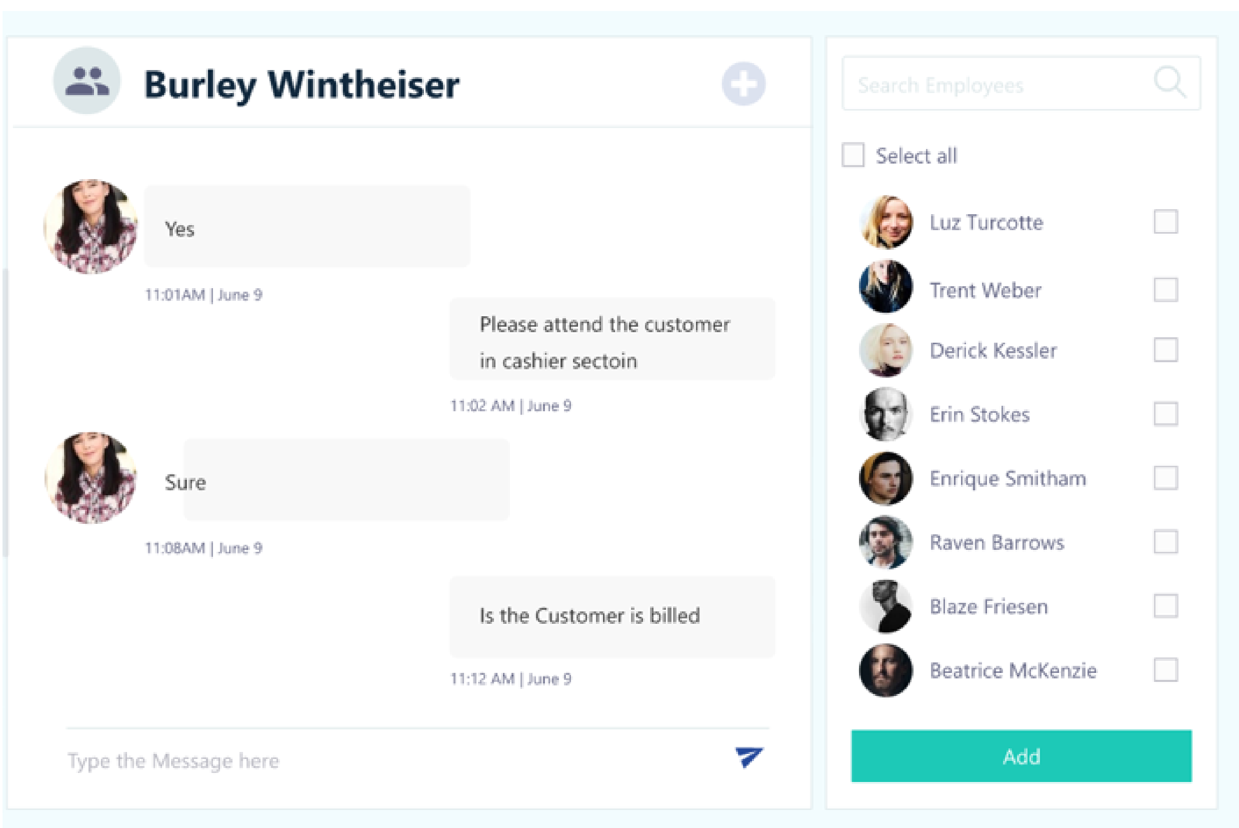
Users can send a message to a new contact by selecting " " button above the recent conversation list as shown above. On selecting the button, the application will open a new message window on the side and the user will be able to send a new message.

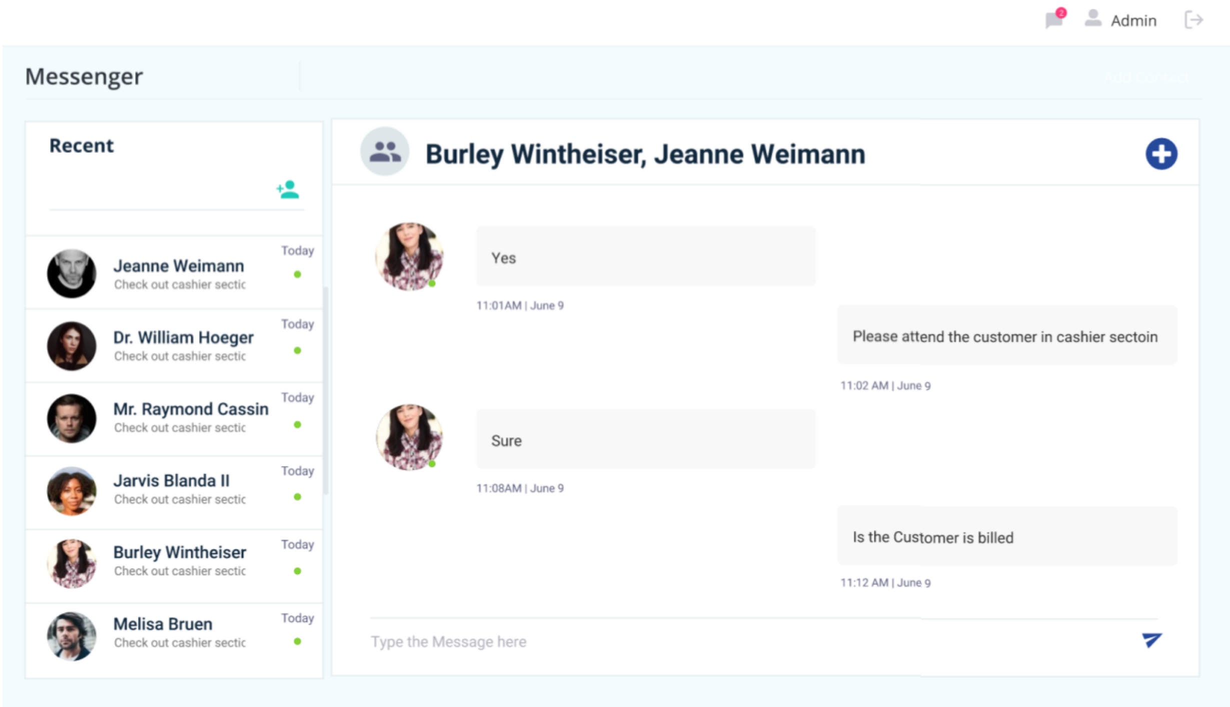


CR 3.5.4 Send Message – Group/Multiple Users

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
Search Employees
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 Inventory Management

Owners/Operator will have access to the mobile app from their mobile and the user will be required to login to the application with their “User name” and password respectively. Upon logging into the mobile application, the user shall be able to navigate to the “Inventory Management” module by selecting the “Inventory icon”  respectively. Once the user selects the icon, the system navigates the user to the “Inventory List” as shown in the mock below.

The user shall be able to view, the list of items with their corresponding images, and the user shall be able to perform the following functionalities:

1. View Item Info, Update item code and description information – The user shall be able to view the item information such as “Item Code”, “Item Description/Name”, “Quantity” etc. Once the user has updated the information, the user shall be able to select “Save” to be navigated back to the “inventory list”. If the user doesn’t want to update the information or to navigate back without saving any changes, the user shall be able to select “Back” button respectively.

2. View/Edit Supplier info – The user shall be able to view and edit Supplier information for the product such as “Supplier Name”, “Supplier Contact”, “Supplier Address”, “Supplier FAX “and “Supplier Email”. Once the user has updated the information, the user shall be able to select “Save” to be navigated back to the “inventory list”. If the user doesn’t want to update the information or to navigate back without saving any changes, the user shall be able to select “Back” button respectively.
3. Add Image/Update Image for item – The user shall be able to select the “Image” or the “Image icon” against the item and select “Browse from Pictures” option or “Take Picture Option” respectively. Once the user selects “Browse from Pictures” option, the system will navigate the user to “Pictures” module for the user to upload a relevant picture for the item selected respectively. Further, if the user wishes to add an icon in place of a picture, the user shall be able to select “Apply Icon” option, and the system will display a selected number of icons for the user to choose from. The item does not mandatorily require an image to be associated to it. If no image is added the system will display a image place holder icon indicating that the user shall be able to add an image by selecting the same.
4. Update Quantity of items – The user shall be able to select an item from the list and double tap on the required items quantity information field to make it editable and update the total amount of items available and select outside the quantity field to save the information respectively.
5. Add/Remove item quantity from inventory – This will be indicated by “+” and “-“ icon respectively and the user shall be able to choose “+” to add one item quantity, and “-“ to remove one item quantity respectively. Once the user selects “-“ the system will remove one from the total quantity and when the user selects “+” the system will add one to the total quantity respectively.
6. Add New Item – The user shall be able to select the “ “icon to add a new item to the list. Once the user selects the “Add New Item” icon, the system will display a modal window with the following fields for the user to input:
    a. Item Description
    b. Item Image
    c. Item Quantity
    d. Supplier Name
    e. Supplier Email
    f. Supplier Address
    g. Supplier Contact
    h. Supplier Fax
    i. Date/Time Stamp
    j. Employee Name/ ID who added the item
7. Delete Item - The user shall be able to select the “ “icon to remove an item from the list. Once the user selects the “Delete Item” icon, the system will display a modal window with a warning message “Are you sure you want to delete the selected item from the list?” with “Confirm” and “Cancel” buttons for the user to select. Once the user selects “Confirm” the

system will remove the item from the list, but the item will still be available in the database with the user details and timestamp of the person who deleted the item and the time at which the item was deleted respectively.

8. Request items from supplier with Quantity – Each item in the item list will have a “Request” button below the image, this functionality will only be available for “Managers”, “Owners” and “Admin” users. Once the user selects “Request”, the system will display a modal window with a quantity textbox which will accept only numeric values and is mandatory field, requesting the user to input the quantity of the item requested. Once the user inputs the total quantity required and when the user selects “Place Request” button from the modal window, an automated email will be sent to the supplier setup for the corresponding item and the user shall be navigated back to the “Item List” module. If the user selects “Request” again, the system will display a validation message to the user “Are you sure you want to request this item again? A request was placed for this current store location on “Date/Time” and Quantity of the item was requested” message will display. Once the user selects “Confirm” the system will display a modal window requesting the quantity of the item to be requested.

CR 3.7 Assumptions

1. This application being designed for Phase 1 will only be for Mammoth Car Wash 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.