Strive – Functional Requirement Specification

Module Name: iPad Mini Check In

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CR 1 Introduction:

This document provides a high-level overview of the iPad Mini Greeter App module.

CR 1.1 Navigation

The user will have access to open the Strive app from the iPad Mini. On opening the app, the user will be navigated to the login page and can use appropriate credentials to login to the Check in module. The user will be navigated to the home screen upon logging in the portal.

CR 1: Login page

CR 2: Login Page -> Home->Scan Barcode

CR 3.1: Login Page -> Home -> Scan Barcode -> Questionnaire->Print Ticket

CR 3.2: Login Page -> Home -> Continue as Guest -> Questionnaire-> Print Ticket

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 Check In – iPad Mini App

The Strive App can be accessed from the iPad Mini apps. 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 6 icons to provide check-in services to the user as below.

1. Home
2. Logout
3. Service
4. Pay

5. Checkout
6. Message

CR 3.1 Home Page:

The user will be navigated to the home screen after successful login through the login page of the Strive App. The home screen/dashboard shall Wash times by store/location as shown in the mock below. Further, the app will also allow the user to navigate between other modules such as Service, Pay, Checkout and Message modules.

CR 3.2 Logout

The user will be able to logout of the application at any time by selecting the "Logout" icon on the left top corner of the screen as shown below. User action of click on the "Logout" option will log the user out of the account and will be redirected to 'Login' screen. The user will be prompted with a message "Are you sure you want to logout of the application? ", if the user selects "Confirm", the user will be navigated to the "Login Screen". The user's selection of "Cancel" will redirect the user back to the Home Screen.

CR 3.3 Service

Once the user selects "Service" icon on the nav bar, the user will be navigated to the "Service "screen as shown below.

The service module should display the following for the user to select from:

1. Wash Type
   a. Car Wash
   b. Detail
2. Barcode
   a. Scan Barcode
      i. Questionnaire
   b. Type/Enter Barcode
      i. Questionnaire
3. Drive up/Guest
   a. Questionnaire
4. View/Update Wash Time current store

The workflow of the process is specified below.

Car Washes don't require appointments, only car details require appointments that have to be scheduled using a 3rd party application called Genbook that has to be integrated to the Strive Application. Drive Up for car details can be accepted on occasion.

The customer drops off the vehicle, there is an iPad Mini at the check in station that has the Strive application installed on it (Please see Mobile Pic for more info/green screen first image screenshots). If the customer is an existing customer, they will already have the bar code sticker stuck on the car. If the customer is a new customer, the greeter will enquire with the customer if they can stick the barcode on the car or if they want to continue as a guest.

The Strive Check In app has a Linea Pro barcode reader/scanner attached to the iPad Mini which the greeter at the check in station will use to scan the barcode or will have the option of typing it in. Further, the user will also have an option of taking an image of the barcode using the camera app on the iPad Mini to scan the barcode in case the Linea Pro is unavailable or if the Linea Pro scanner device fails to operate as expected.

On scanning the bar code, the user will have the option to hit the "Select" and "Cancel" buttons against the barcode textbox as shown in the mocks below.

On choosing "Select", if the barcode scanned is valid, the application will navigate the user to a questionnaire form to know the type of car wash that needs to be performed. The greeter at the check-in station will then ask the customer what car wash package they are interested in and apply the necessary responses to the questionnaire form. The user will be able to navigate through the form by selecting "Next" after choosing the relevant options from the questionnaire and selecting "Complete" at the end of it. The user will also have an option of selecting "Cancel" to go back to the home screen as well.

Once the user has selected "Complete", the application will then navigate the user to a Print Screen. The print screen will include the feature of printing 2 receipts. The user will be able to print a ticket from the printing device at the check-in station and provide one to the customer and keep one for their reference during car wash. The customer on receiving the ticket can either go ahead and pay upfront or they can wait until the car wash is complete and pay at the office. Some customers will have a monthly membership, and for those accounts, the amount will be adjusted with the monthly fee. There are 2 prints - One Customer Copy and One Car copy. The car copy will include what type of wash is required and other details.

If the customer is a new customer and doesn't exist in the system, the car wash person will stick the new barcode sticker on the car after confirming with the customer and then perform the same steps. If the customer does not want the barcode sticker on the car, (for instance, if it's a rental car or for some other reason) the greeter can select the "Drive Up" option on the iPad Mini app, and input all the car detail information and package information requested by the client and proceed with the following steps. After the car wash is completed, the new customer will be redirected to the cashier desk for payment. Once the customer goes in to pay, if the customer does not have an account membership associated with the car, the cashier will be able to add the customer information in the system using the internal web application and check them out as well using the Pay and Checkout modules in the internal web application. The Barcode and monthly account membership are associated for each car. A customer may have one or more cars, so each car will have its own barcode and each car will have its own

monthly account memberships associated to it. The iPad Mini is connected to the printer in the check in /check out station. Upon check in and check out, tickets for the car wash and the ticket and receipt will be printed using the printer present at the "Check in" and "Check out" stations respectively.

If the customer wants to continue as a guest, the greeter will have the ability to select "Continue as Guest" from the service screen and the app will navigate the user to the questionnaire form directly and the same procedure specified above is followed. This is applicable only if the user is a new user or if the user is using a car that doesn't already have a barcode sticker on it.

Further, the user will also be able to view the wash time for the current store location and update the same here.

CR 3.3.1 Wash Type:

The screen will display a dashboard view of the Check-in Screen with the icons specified above and wash time at current store location as shown in the mock.
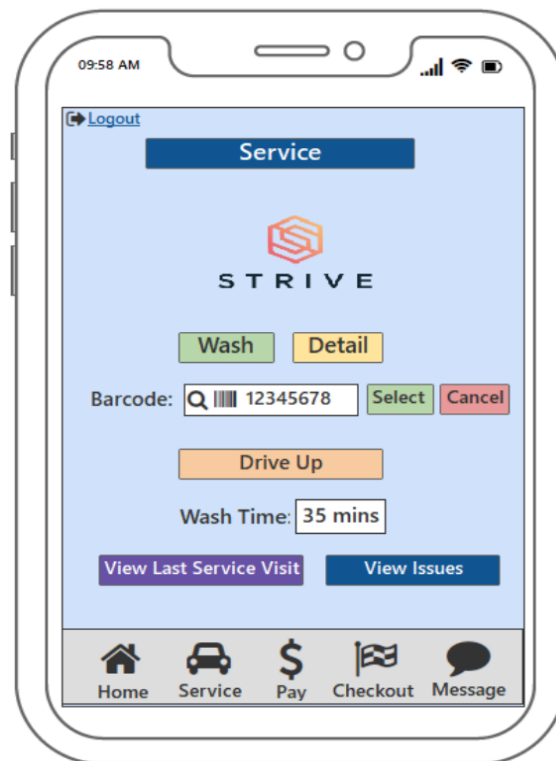
Once the customer comes in near the wash station, they will be greeted by a greeter who will use the iPad Mini with the linea pro scanner attached to scan the bar code on the car if it's an existing customer. If a new customer comes in or if it's a new car, they will ask the customer if they want to have a barcode placed on the car for future washes. If the customer agrees to that, the greeter will paste a barcode sticker on the car and scan the barcode. If the new customer does not want a sticker on the car, the greeter can choose the Drive-Up option instead to proceed to the questionnaire without having to enter or scan a corresponding bar code for that car. On scanning the barcode or when the greeter chooses

"Drive Up" option, the greeter will have the ability to choose the type of service requested by the customer from the following options:

1. Car Wash
2. Detail

If an existing customer comes in for a wash or detail service, the user shall be able to scan the barcode information of the car and select the following options:

1. View Last Service Visit Info – Once the user selects "View Last Service Visit" button, the system will navigate the user to "Last Service Visit" screen where the user will be able to view all the relevant details such as follows:

- Bar Code #
- Car Make/Model
- Color
- Last Service Date
- Start Time
- End Time
- Wash Package Completed during the last service
- Additional Services requested during the last service
- Detail Packages completed during the last service
- Additional detail services requested during the last service
- Line Washer/Detailer Name who completed the service
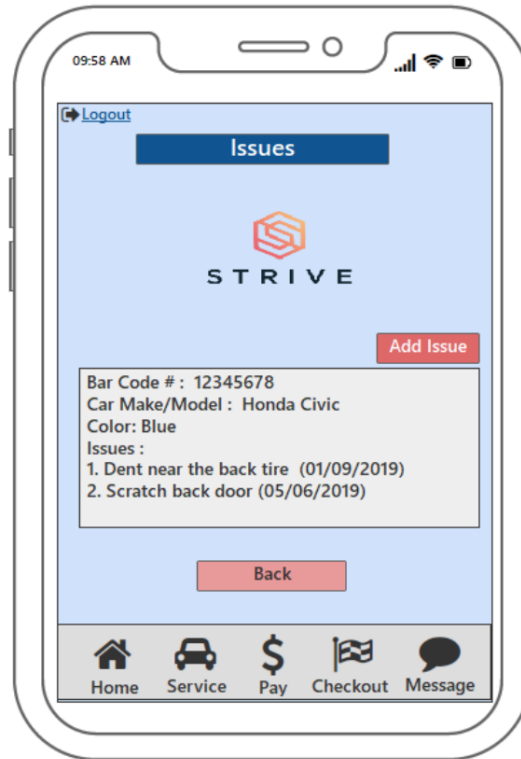- Completion Notes if any upon service completion
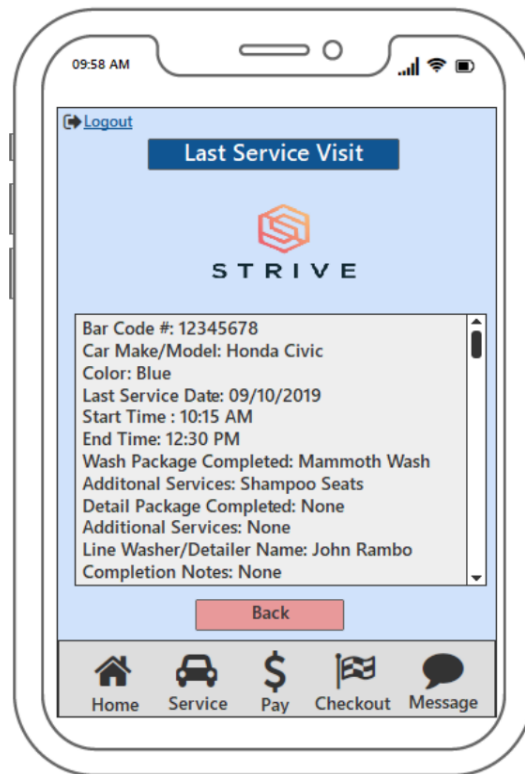
2. Issues – If the user selects "Issues" button in the services screen, the user shall be able to view the all the past issues logged against the vehicle. The user shall also be able to add a new issue before starting the service requested. The user will be navigated to the "Issues" screen upon selecting the "Issues" button. The system will list the following information:
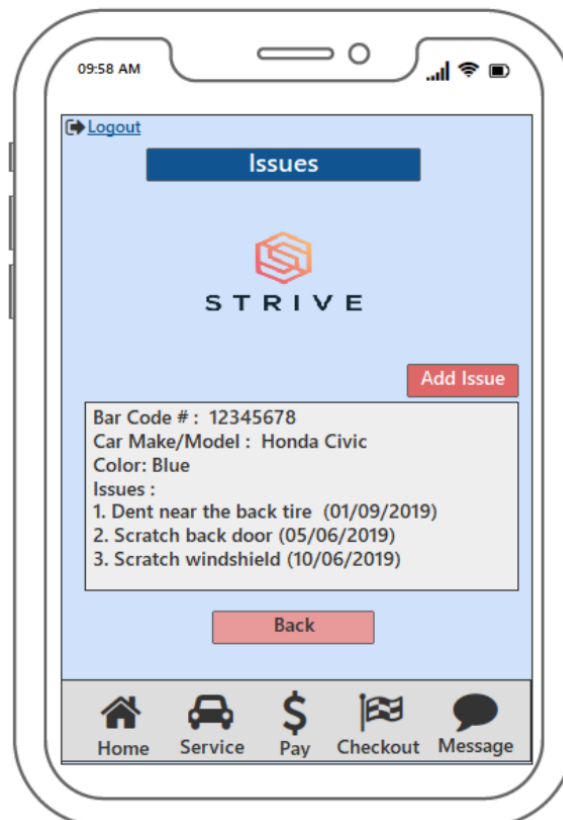
- Bar Code #:
- Car Make/Model
- Color
- Issues List if any

The user shall also be able to "Add Issues" to the list to ensure that the issues are not identified after service completion by the customer and to ensure that the washers/detailers are not responsible for the issue logged before service. Once the user selects "Add Issues" button, the system will display a modal window with a text area field and a camera icon for the user to input the issue identified and upload upto 3 images for the issue specified. The user shall not be able to save just the images without inputting text in the field. The system will display a warning message to the user that the issue must be inputted in the text field before saving the information.

Upon completion of inputting the issue, the user shall be able to select "Confirm" or "Cancel". Further, the user shall be able to select the "Camera" icon and take up to 3 images and save it against the specified issue. This information with the images will be saved to the corresponding customer and vehicle respectively and will be available in the list for future reference. The image and text information

regarding the issue added will also include the date and time indicating to the user as to when the issue was logged. The user's selection of "Cancel" will navigate the user back to the Issues module without any changes. If the user selects "Confirm" the new issue will be added to the issues list as shown in the mocks below.
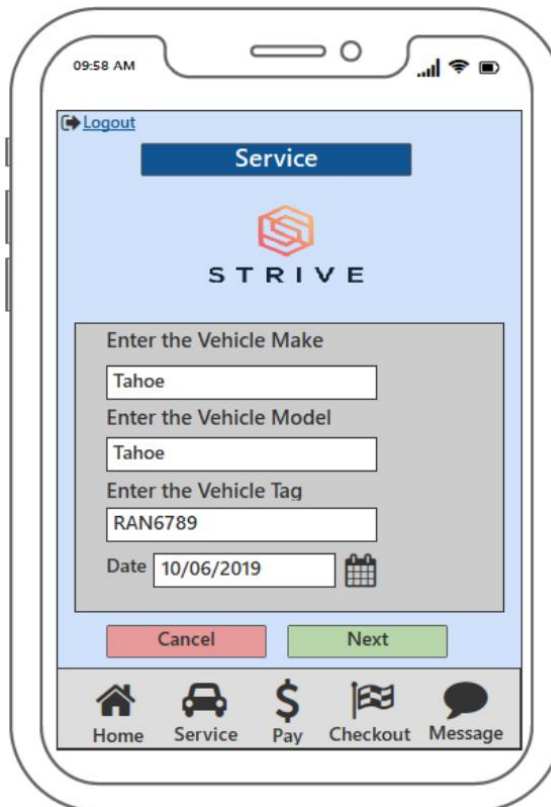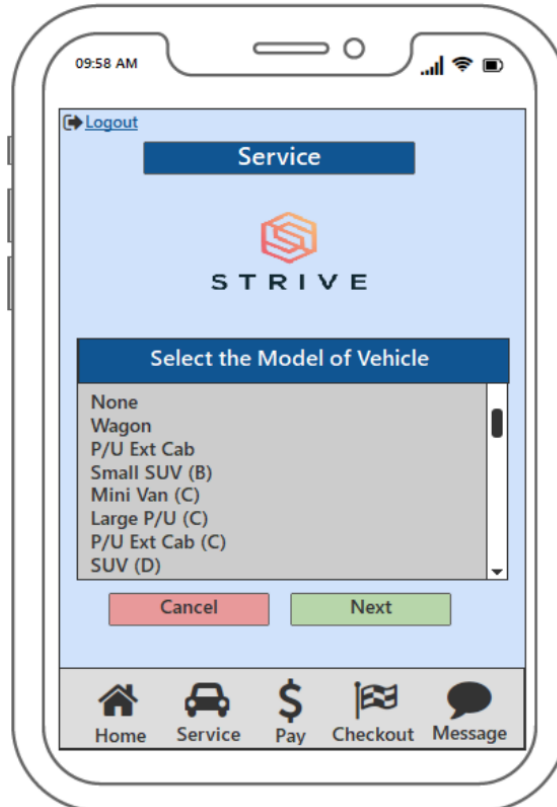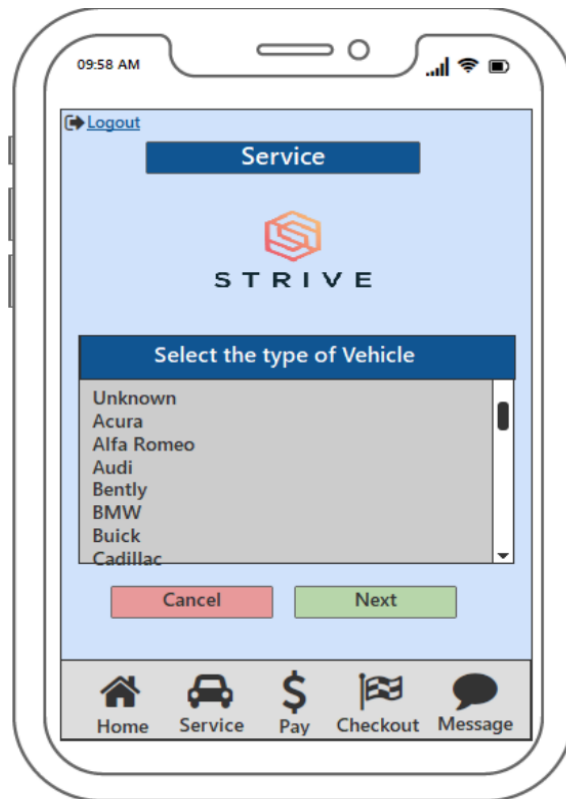
Screen 1:

Logout

Issues

STRIVE

Add Issue

Add a New Issue:

Scratch windshield

Confirm   Cancel

Home   Service   Pay   Checkout   Message

Screen 2:

Logout

Issues

STRIVE

Add Issue

Bar Code # : 12345678
Car Make/Model : Honda Civic
Color: Blue
Issues :
1. Dent near the back tire (01/09/2019)
2. Scratch back door (05/06/2019)
3. Scratch windshield (10/06/2019)

Back

Home   Service   Pay   Checkout   Message

Further, the users will be able to navigate back to the service screen by selecting "Back" after viewing these details.
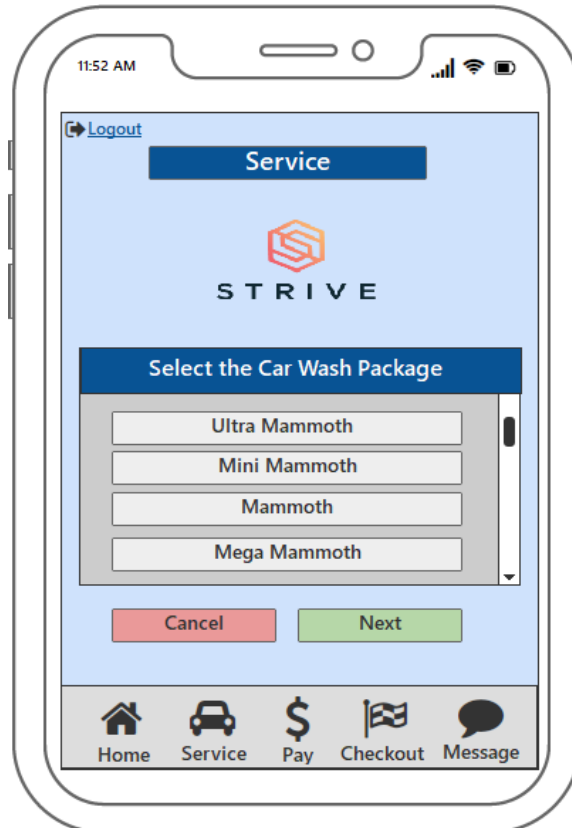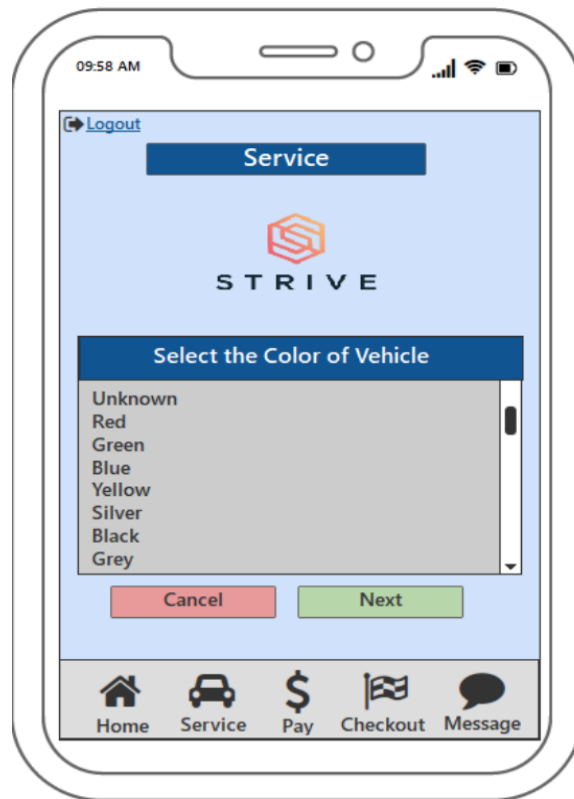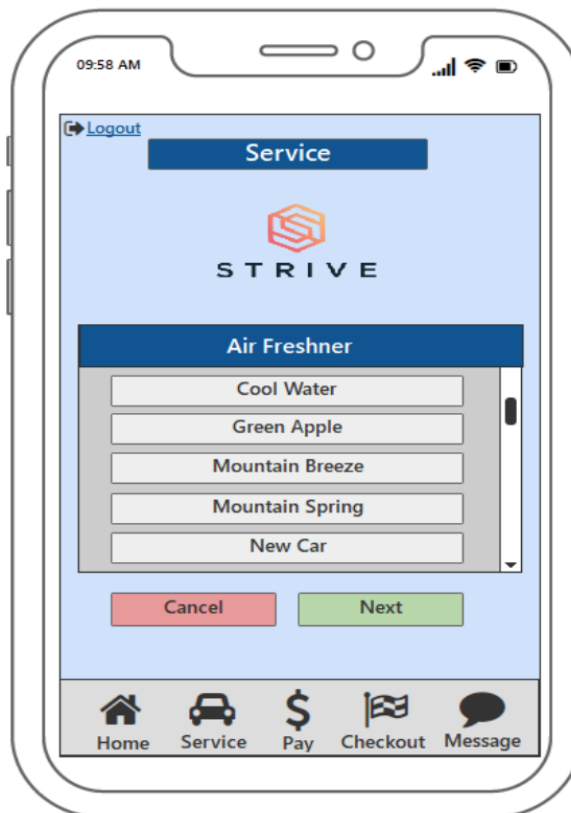
CR 3.3.1.1 Car Wash

If the greeter selects the service type as "Car Wash" from the service screen, the application will navigate the user to a questionnaire form as shown below by selecting the desired option from the list and selecting "Next". If the greeter selects "Cancel" while navigating through the questionnaire, the application should navigate the user back to the Service Home Screen. The system will automatically display the details such as "Car Make", "Model", "Color" based on the barcode scanned and it will take in the current system date to display as shown below. The user will be requested to input the above information if the user chooses drive -up. Any new vehicle model or color information can be added in the settings module of the "internal web application" and the corresponding color will be displayed in the "Color" list and "Make/Model" list respectively.

09:58 AM

Logout

Service

STRIVE

Select the Color of Vehicle

Unknown
Red
Green
Blue
Yellow
Silver
Black
Grey

Cancel   Next

Home   Service   Pay   Checkout   Message

11:52 AM

Logout

Service

STRIVE

Select the Car Wash Package

Ultra Mammoth

Mini Mammoth

Mammoth

Mega Mammoth

Cancel   Next

Home   Service   Pay   Checkout   Message

STRIVE

Phone 1 — First mockup:

09:58 AM

Logout

Service

STRIVE

Additional Services

- Clean
- Shampoo Floormat
- Shampoo Carpet
- Shampoo Seat
- Clean Leather Seats

| Cancel | Next |

Home   Service   Pay   Checkout   Message

Phone 2 — Second mockup:

09:58 AM

Logout

Service

STRIVE

Air Freshner

- Cool Water
- Green Apple
- Mountain Breeze
- Mountain Spring
- New Car

| Cancel | Next |

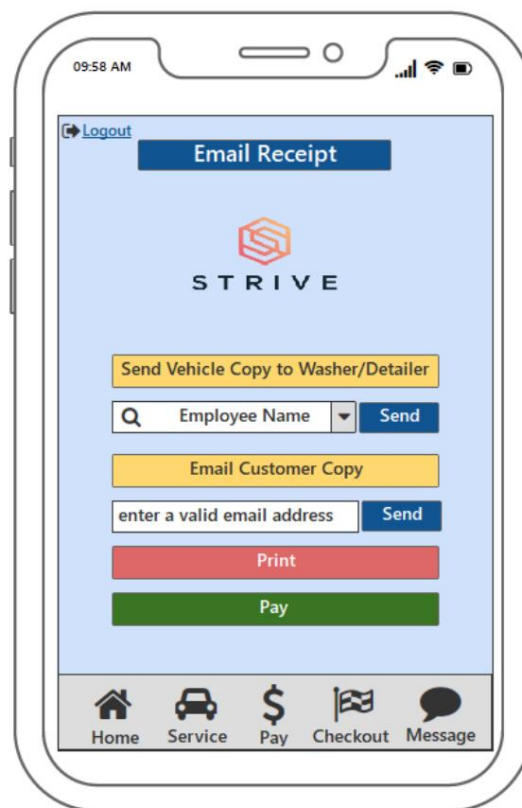Home   Service   Pay   Checkout   Message

Upon completing the questionnaire and selecting "Next", the user will be navigated to the "Email Receipt" Screen as shown below. The user will have the following options:
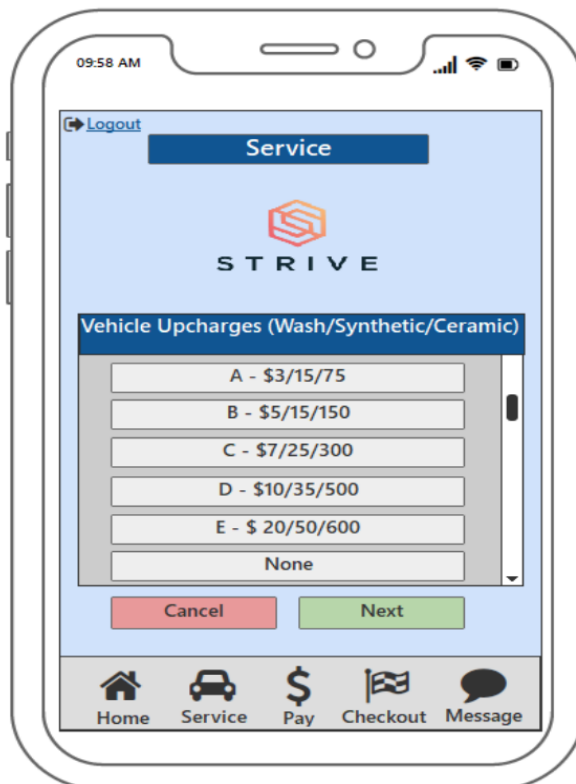
1. Send the Vehicle copy to Washer/Detailer – The user shall be able to send the vehicle receipt to the washer/detailer that will be performing the service, by searching the employee from the searchable single select dropdown and selecting the desired employee and once the user selects "Send" it will send the wash detail information to the corresponding employees mobile/iPod app.

2. Email Receipt to Customer – The user shall also be able to send the customers receipt via email. The user shall be able to input a valid customer email address and select "Send". These functionalities avoid having to print the receipt.

3. Print Receipt: The user shall also be able to print receipt if required by selecting this functionality.

4: Pay: The user shall be navigated to the "Pay" module by selecting this functionality in the "Email Receipt" module. The user shall also be able to navigate to the "Pay" module by selecting "Pay" in the bottom navigation bar where the user will be able to input the payment information and pay accordingly.
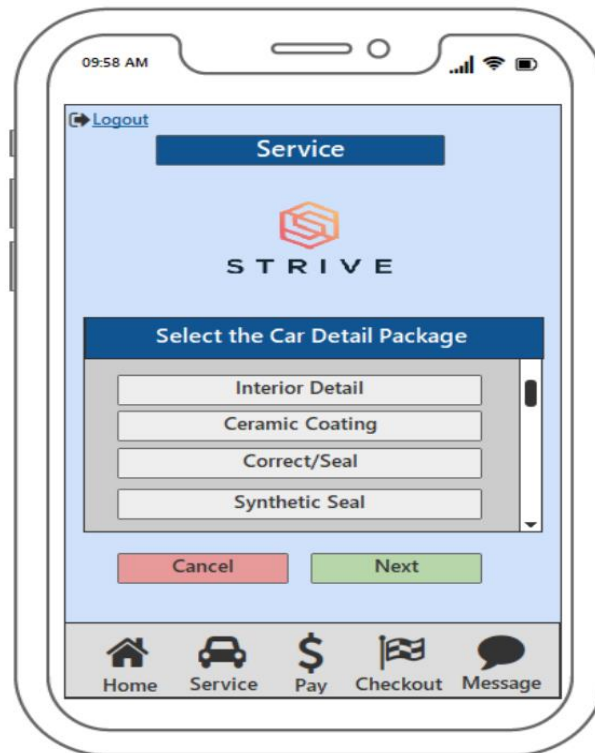

CR 3.3.1.2 Detail

Further, if the user selects "Detail" as the service type, the system will navigate the user to a questionnaire form similar to the "Car Wash" questionnaire as shown below. The user will be able to complete the questionnaire by selecting the desired option from the list and selecting "Next". If the

greeter selects "Cancel" while navigating through the questionnaire, the application should navigate the user back to the Service Home Screen.

Service

Logout

STRIVE

Air Freshner

Cool Water
Green Apple
Mountain Breeze
Mountain Spring
New Car

Cancel   Next

Home   Service   Pay   Checkout   Message

Email Receipt

Logout

STRIVE

Send Vehicle Copy to Washer/Detailer

🔍 Employee Name ▼   Send

Email Customer Copy

enter a valid email address   Send

Print

Pay

Home   Service   Pay   Checkout   Message

Upon completing the questionnaire and selecting "Next", the user will be navigated to the "Email Receipt" Screen as shown above. The user will have the following options:

1. Send the Vehicle copy to Washer/Detailer – The user shall be able to send the vehicle receipt to the washer/detailer that will be performing the service, by searching the employee from the searchable single select dropdown and selecting the desired employee and once the user selects "Send" it will send the wash detail information to the corresponding employees mobile/ipod app.

2. Email Receipt to Customer – The user shall also be able to send the customers receipt via email. The user shall be able to input a valid customer email address and select "Send". These functionalities avoid having to print the receipt.

3. Print Receipt: The user shall also be able to print receipt if required by selecting this functionality.

4: Pay: The user shall be navigated to the "Pay" module by selecting this functionality in the "Email Receipt" module. The user shall also be able to navigate to the "Pay" module by selecting "Pay" in the bottom navigation bar where the user will be able to input the payment information and pay accordingly.

The user will be able to navigate to other modules by selecting the desired module from the nav bar at the bottom.

CR 3.4 Pay

Once the greeter has completed the questionnaire, the greeter will request the client their preference of payment and time of payment. The customer can either pay before the car wash as soon as checking in or can pay once the car wash is complete. Payment for the wash can either be done at the check in station or at the cashier/manager desk. If the customer chooses to complete payment after checking in, the greeter will have the option to select "Pay" from the nav bar upon emailing/printing the receipt for the client and for the vehicle. If the customer has a membership associated with the vehicle, he is getting the service for, the customer will not be charged for the wash service completed. Although if the customer is completing a car detail, the customer will be required to pay for the detail service completed and it will not be included with the account membership. On the other hand, if the vehicle that requires wash or detail service, does not have an associated membership account, the customer will have the option to pay using credit/debit card as discussed below:

The pay module will have the following features.

1. Credit/Debit – The user will have the option to pay using either Debit or credit card. Upon selection, the system will prompt the user to swipe the card. If the transaction was successful, the system will prompt the user with a "Payment Successful" message and provide the option for the user to print the receipt after payment.
2. Cancel Transaction - This functionality will allow the user to cancel the transaction and will navigate the user back to the Pay screen.

The user shall be able to choose from the list of options for printing and emailing the receipt:

3. Print/ Email Receipt – This functionality will allow user to print or email the payment receipt to the customer on request.
    a. Print - Print functionality will allow the greeter/user to print receipt after payment for the customer.
    b. Print and Email – Print and Email functionality will allow the greeter/user to print receipt after payment and shall allow the user to enter a valid email address of the customer to email the payment receipt to.
    c. Email Receipt – Email Receipt Functionality shall allow the user to enter a valid email address of the customer to email the payment receipt to.
    d. No Receipt – When the user selects this option, no receipt will be generated for the customer.

Further, if the customer prefers Cash payment or if they would like to redeem a gift voucher, they would be requested to pay at the Cashiers/Managers desk.

CR 3.5 Checkout

Upon completion of the car wash, the car will be moved/brought to a checkout space where the greeter will be able to review the information of the car on the iPad Mini and checkout promptly upon payment. The user will be able to access the checkout screen by selecting the "Checkout" button on the nav bar and the application will navigate the user to the "Checkout Module". All customers that have yet to be checked out will be listed with corresponding information such as :

1. Ticket No
2. Check-In Time
3. Car Model
4. Color
5. Estimated Time for Wash /Checkout Time
6. Pay
7. Service
8. Additional service
9. Hold
10. 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 customer has paid, the system will display a status message as "PAID" on the top right corner of the ticket as shown below. If the customer 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 greeter/finish bay employee 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 finish bay employee 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!". Once the customer has paid, the user shall be able to checkout the vehicle respectively.

CR 3.6 Message

Users can communicate with each other internally by using this "Message" functionality within the app. On selecting the "Message App" any past conversations will be listed with the corresponding details will be listed in the order it was received. The message app will also be available in the Desktop Application, Employee Mobile App and Owner Mobile App. 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 of the users using this iPad Mini application to convey or enquire about something, 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.


Once the greeter/user logs in to the application, the user will see notification of the number of messages that are unread above the "Message" icon as shown in the mock above. On selecting the "Message" icon, the system will navigate the user to the conversation/message list. The user will be able to individually select each conversation and view past details with corresponding time and respond to the messages as shown below.

CR 3.6.1 View Messages

On Navigating to the Message module, the user will be able to view each individual message by selecting the " 👁 "icon adjacent to the message.
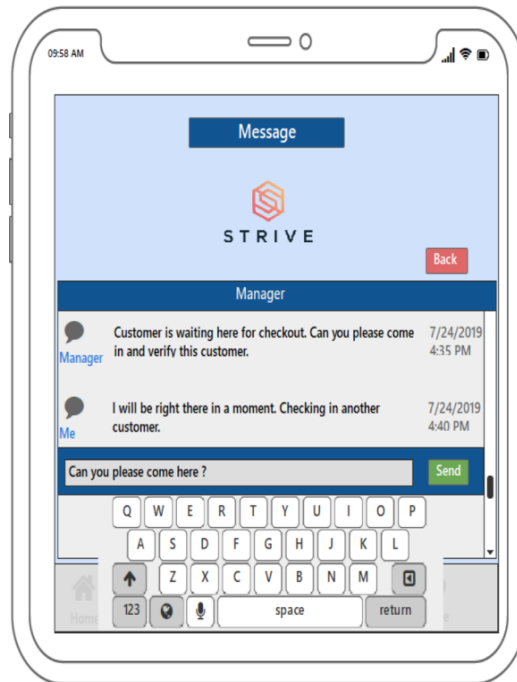

On selecting the " 👁 "icon, the application will navigate the user to the corresponding conversation history as shown in the mock below. The user will be able to view any messages received from the recipient and will also be able to view the conversation history and send new messages within that thread.
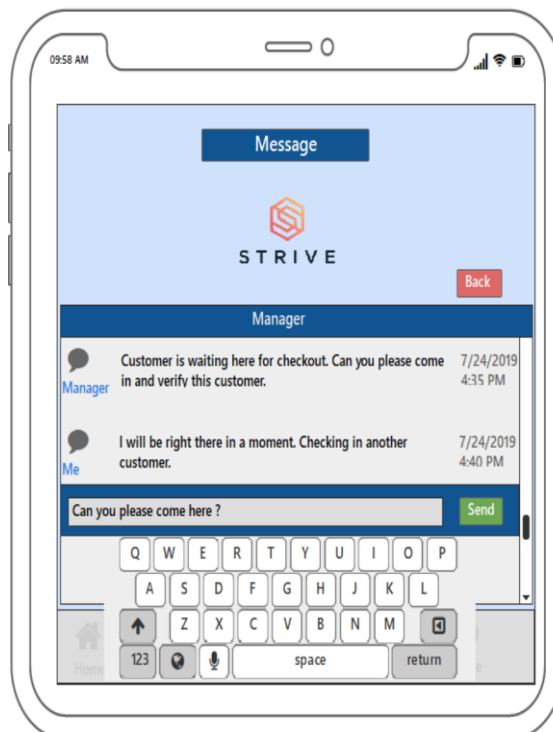
CR 3.6.2 Send Text Message

Further, the user will also be able to send a message by entering text in the "Send Text Message" text box and selecting "Send" button adjacent to the text box. The text message sent will be displayed in the

conversation history with date and time stamp as shown below. The "Send Text Message" text box will allow alphanumeric characters and symbols. The user will be able to navigate back to the messages list by selecting "Back" button. If the user inputs a message in the text field and selects "Back", the message will be saved and if the user returns to the current message, the message will still be available for the user to send.

CR 3.6.3 Send New Message

Users can send a message to a new contact by selecting "Send New Message" button. On selecting the button, the application will open a new message window as shown in the mock below.

The user will be able to add/enter the name of the recipient in the "To:" searchable dropdown text field. The system will display all the internal contacts within the store/location for the user to choose from. Upon selecting the contact/recipient, the user will be able to send a new text message by entering text in the "Send Text Message" textbox and selecting "Send" button. Further, if the user wants to send the same text to multiple contacts, they can do so by selecting the "+" button and adding an existing contact. Once the user sends the message, the message will appear as a conversation with date and time stamp. Upon completion, the user will have the option to navigate back to the message list by selecting "Back" button above the "New Message" window as shown in the mock below. Users' selection of "Back" even before the user sends a new message will also navigate the user back to the message list. The user will now be able to view all the messages with date and time stamp in the message list along with the other messages.

Further, if the user wants to navigate to any other module in the app, the user's action of selecting the other module icons from the bottom nav bar will navigate the user to the selected module respectively.

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. Please let us know if you want this customizable for other Hair/Nail Salons as well as specified for Phase 1.
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 Screen Integration with Converge is required