Scenario: RideEase – A Ride-Sharing Platform

You have joined **RideEase**, a startup developing a ride-sharing platform similar to Uber and Lyft. RideEase allows **riders** to book trips and **drivers** to accept ride requests through a mobile app.

The company wants to introduce a **new feature** called **"Corporate Ride Program"**, allowing businesses to create corporate accounts. With this feature:

● Companies can set up **prepaid ride credits** for their employees.

● Employees can book rides **without paying upfront**, and the fare will be deducted from

the company's prepaid balance.

● The **HR/Admin of the company** can track ride history, set spending limits, and generate

reports.

As a **Business Analyst**, your task is to define the **functional and business requirements** for this feature.

Business Requirements Document (BRD)

Business Objective

The "Corporate Ride Program" offers prepaid ride credits to help businesses effectively manage employee's transportation. Employees do not have to pay upfront, rather they can use the company's pre-paid credit balance in this new feature. This feature aims to:

- Increase employee convenience by making an upfront payment.
- Allow businesses to track and control their transportation costs.
- Enhance RideEase's market share by focusing on business clients.

Scope
Inclusions:
- Creating and maintaining corporate accounts.
- Prepaid ride credits are distributed to employees.
- Using company credit for booking rides.
- Setting up limits on spending for the employees.
- Alerts for low balances, ride completions, and spending limitations exceeded.
- HR/Admin dashboard for transportation credits, employee approvals, tracking and reporting.

Exclusions:
- Integration with external payroll or spending management systems (Future consideration).
- Department-specific ride policies (potential future enhancement).
- Features for direct ride payment that are not part of the prepaid credit system.

Stakeholders
- Companies (HR/Admins): Manage business accounts, keep track of expenses, and prepare reports.
- Employees: Use company-issued credits for booking rides.
- Drivers: Complete transportation requests according to standard procedure.
- The RideEase Operations Team: Manage business accounts, respond to escalations, and provide support.

High-Level Requirements
- Corporate Account Management: Ability of businesses to create and manage accounts.
- Employee Management: Assign employees, authorize registrations, and set spending limits.
- Ride Booking and Payment: Employees are able to book rides and the fare is deducted from the company's credit.
- Ride History and Reports: HR/Admin is able to view and create reports on previous rides.
- Notifications: Alerts when spending limitations are exceeded, rides are completed and balances are low.

Functional Requirements Document (FRD)

Through the Corporate Ride Program, companies can provide employees prepaid ride credits to book rides without paying in advance. The technological specifications, user interactions, and system operations are all outlined in this document.

Use Case Diagram

User Stories
HR/Admin User Stories
- I would like to create a corporate account so that my employees can use company-funded transportation.
    - Acceptance Criteria: The system enables the creation of corporate accounts with funding choices and business details.
- I would like to provide employees ride credits so that they can use company funds to book rides.

> ➢ Acceptance Criteria: Admins have the authority to allocate ride credits to each employee and modify limits as needed.

- I would like to create reports on ride history to track employees spending.
  - ➢ Acceptance Criteria: Complete trip breakdowns, including employee usage and ride charges, are provided in reports.

- I would like to invite and approve employees for the corporate ride program to ensure that only approved users have access to company-funded rides.
  - ➢ Acceptance Criteria: Employees must accept and register to be connected to the corporate account. HR/Admins can send invites to employees using their dashboard and have the ability to manually grant or deny staff access.

Employee User Stories:
- I would like to be invited by my company and accepted so that I can use corporate ride benefits.
  - ➢ Acceptance Criteria: Employees must register to be accepted after receiving an email invitation.
- I would like to reserve a ride using company credits to avoid having to pay cash.
  - ➢ Acceptance Criteria: If employees have enough transportation credits at checkout, they can choose corporate billing.

Driver User Stories:
- I would like to accept requests for corporate rides to increase my income.
  - ➢ Acceptance Criteria: Corporate ride requests can be viewed and accepted by drivers via the system.
- I would like to be notified when there are new ride requests so that I can respond immediately.
  - ➢ Acceptance Criteria: Incoming corporate ride alerts are sent to drivers via SMS and in-app.

System Requirements:

UI Elements:
- Corporate Account Management Dashboard (For HR/Admins)
- Ride booking dashboard with Corporate Payment Option (For Employees)
- Ride credit management interface
- Ride history and reports
- System for employee invitation and approval/remove

API Needs:
- Establish an API for Corporate Accounts
- Employee API
- Issue ride credits API
- Ride credit API with Corporate Accounts
- Ride history API
- Employee invitation API

- Approval/remove Employee API

Database Changes:
- Corporate Accounts table
- Employee-issued table
- Ride history table
- Corporate Employee Link Table, which keeps track of employees' connections to company accounts.

Feature Prioritization & Impact Analysis

Feature Prioritization:
To ensure the smooth execution of the Corporate Ride Program, the following aspects will be given priority:
- **High Priority**
  - Creating and managing corporate accounts
  - Allocating ride credits to employees
  - Allowing employees to book rides using corporate credits
  - Providing HR and admin with ride history and reporting
- **Medium Priority**
  - Real-time notifications and alerts for ride usage
  - Configurations of spending limits for each employee
- **Low Priority**
  - Department-wise customization of ride policies
  - Collaboration with third-party payroll systems

Impact Analysis
Challenges/Risks:
- Employees may take personal trips using company credit unlawfully.
- System resources could be strained by an increase in business demand.
- Companies may need a lot of help with corporate account management.

Challenges/Risks Mitigation:
- Include ride monitoring and approval procedures into action.
- Improve database efficiency and use load balancing.
- Create an automated problem-solving system and self-service support center.