Phase 0 Functions

* Customer application to submit online
  + Attach files
  + Select any time (no DB), mimic paper application
  + Output to email in table format

Phase 1 Functions

* Customer and admin secure login
* Customer create account
  + Submit application
  + Select times on schedule that is available
    - “Someone else is currently selecting schedule. Please try again later.”
    - 15min timer on selecting schedule.
* Admin approval of application
  + Insert times onto schedule
* Customer listing
  + All current and option for non-current
  + Real time sort
  + Click on customers for more information (all information from application)
* Admin view schedule
  + Printer-friendly version
  + Task or on-load update DB to only include relevant information (within effective date)

Phase 2 Functions

* Admin view schedule
  + Can edit individual slots/information
  + Customers are color-coded
  + Can view notes about a specific pick-up, if available
* Admin panel for customers
  + Can change customer information
  + Make notes on customers

Phase 3 Functions

* Mobile application for drivers
  + Shows the next pick-ups (2-3?) on the screen
  + Can select a pick up for more options
    - Confirm completion
    - Send “I’m here” text via SMS gateway
    - Mark the pick-up as missed
      * Send customer an email, CC [dart@usc.edu](mailto:dart@usc.edu)
* Real time tracking on desktop version
* Statistics of pick-ups completed/missed per customer and as a whole
* …?