



## Vivo! Cabs Feature List

**We Serve**  
with a smile

Quality Solutions at  
affordable Prices with assured

**1 YEAR FREE**  
TECHNICAL SUPPORT

The information contained in this document represents the current views, requirements as interpreted by FATbit Technologies for its clients, the commercials and elements affecting the commercials such as the requirement, feature list are the subject to changes after the stipulated date of release of this document. All information contained within this document are propitiatory to us, unauthorized disclosure, distribution of the information contained either in part or as whole shall not be accepted.

Copyright ©2004 – 2017 FATbit Technologies (Aby Soft Pvt. Ltd)

All Rights Reserved.

## Contents

Project Overview	3
User Types	3
Guest User Features	4
Rider Features	4
Driver Features	6
Admin Features	7
Business Logic	10
Assumptions	10
Exclusions	11

## Project Overview

The project aims to develop a user-friendly mobile app which will help the riders to book a cab with only a few button clicks. The core idea of this app lies in the fact, that the app. owner would not have to maintain any automobile inventory of his own and all rides would be pre-arranged. The app would thus serve as a bridge to connect the drivers with the riders and vice versa.

The riders will be able to register to the mobile app on their own whereas the drivers will have to get approval from the admin for their account to get activated.

## User Types

This section of the document lists the modules of the client application to be accessed by different users.

The application will have the following 4 types of users:

- 1. Guest Riders/Drivers:** Guest riders/drivers will be able to install the respective applications for Android and IOS platforms. The user will land on the home screen which will ask for rider/driver mobile input.
- 2. Riders:** Riders will be able log in to the rider application by verifying there OTP. The rider will be able to book rides, check rates, and pay for rides via the app with Wallet or cash. The rider will also be able to add money to their wallets and invite friends to earn reward points/offers. Riders will also be able to rate drivers at the end of each successful ride.
- 3. Drivers:** Drivers will be able to operate the application only after their account is approved by the admin. The riders will be able to get alerts for ride requests, accept & reject rides. Drivers will be able to Start and Stop an active ride for payment calculation and rate rider at the end of each successful ride. Drivers will also be able to check the statistics for their rides & earnings filtered by date range.
- 4. Web Admin (Web Interface):** Website administrator will have complete control over the mobile apps. Admin will be able to enable/disable users; view statistics for total earning, total rides, wallet balance filtered by date range. Admin will be able to configure the rate cards, waiting time per minute, send offer notifications to registered riders/drivers.

Admin will also be able to create admin sub-users and give permissions.

## Guest User Features

1. Login/Register As Rider:
  - Mobile Number Input ( 10 digits mobile number input without country code)
  - Receive SMS: OTP
  - Verify OTP
  - Add details
    - Name
    - Email
    - Referral code (optional)
2. Login/Register As Driver:
  - Registered Mobile Number Input ( 10 digits mobile number input without country code)
  - Receive SMS: OTP
  - Verify OTP

## Rider Features

3. My Account Section – Left Slider/Drawer
  - Profile
    - First Name
    - Last Name
    - Email
    - Mobile No.
    - Emergency No.
  - My Rides
    - Completed Rides
      - Ride Listings
        - List Item Details
          - Pick-Up and Destination details
          - Date & Time
          - Trip Cost of trip
      - Ride Details
        - Trip Details – To and From Address
        - Cost of Trip
        - Cab Details – Model name
        - Detailed Receipt
  - Invite & Earn

- Static Info Screen - How to invite and earn, referral code.
  - Start Inviting friends – Whatsapp, Facebook, FB Messenger, Email, SMS, and Twitter ( All installed Social Apps icons will be available)
  - Booking Rates (based on the selection of)
    - Choose City
    - Choose Category (eg: Micro, Mini, Sedan, SUV)
  - Payments
    - Wallet Credits Count
    - Add Money
  - Emergency contacts
    - Add contacts (to whom SOS message is to be sent)
  - Support – FAQs
  - Contact Us
  - CMS Screens
    - Terms & Conditions
    - Privacy policy
    - About Us
4. Home Screen
- Map view to user’s current location.
  - Search Bar
    - Search Pick Up and Drop Location
    - Set Pick Up and Drop locations
  - Route Mapping (From Pick Up to Drop Location)
  - Select Car Type
  - Select Payment Method
  - Apply Offer Code
  - Book Ride – Confirm Ride
  - Share My Ride Details (In-App installed Social Media Apps)
  - SOS - to send an alert SMS to listed emergency contacts
5. Real-Time Ride Tracking
6. Trip Payment Calculation- Trip Receipt
7. Rate Driver

## Driver Features

8. My Account Section – Left Slider
- Dashboard
    - Wallet Balance
    - Latest Statistics
      - Date Range Selection ( By default last 30 days )
      - Total Rides
      - Total Earnings

- Cash Collected
  - Profile
    - First Name
    - Last Name
    - Email
    - Mobile No.
    - Emergency Mobile No.
  - Status
    - Go Online/Offline
  - Wallet
    - Wallet Balance Count
    - Withdrawal Request
    - Add funds to Wallet
  - Rides
    - Rides Listings
      - List Item Details
        - ✓ Google Map with Ride Route
        - ✓ Date & Time
        - ✓ Trip Cost & Status (Waiting Time Included)
      - Ride Details
        - Ride Details – To and From Address
        - Rider Details – Name
        - Ride Cost
9. Post Login(One Time Step) :
- Select Vehicle
  - Go Online
10. Rider Requests
- Ride Alert ( Mobile Starts Beeping)
  - Accept/Reject a Ride
  - Live Map Tracking to Pick Up Location
  - Slide Right to Start Ride and Slide left to Stop Ride
  - Trip Payment Calculation
  - Go Online to Find Next Ride

## Admin Features

11. Dashboard
- Total Rides

- Total Riders
- Total Drivers
- Latest Rides
- Latest Reviews
- Wallet Balance

## 12. Users

- Riders
  - Rider Listings
  - Rider Details
    - Rider Personal Details
    - Rider Wallet – Credit and Debit Amount.
- Drivers
  - Driver Listings
  - Driver Details
    - Driver Personal Details
    - Driver Wallet – Credit and Debit Amount.
  - Driver Reviews & Feedbacks
  - Driver Documents

## 13. Orders

- Ride Listings
- Ride Details
- Driver Withdrawal Requests Listings
- Driver Withdrawal Details
- Canceled Rides Listings
- Canceled Ride Details

## 14. Vehicle Types

- Vehicle Type Listings
- Add New Vehicle Type

## 15. Rate Cards

- Rate Card Listings
- Add Rate Card

## 16. CMS

- Content Pages ( Application Static Pages)
- Language Labels
- Social Media Management
- Rewards & Coupons Management
- FAQs Management

## 17. Settings

- General Settings
  - General Settings

- Site name, Server configurations & Logo Management.
- Ride Cancellation Settings
  - Free Time Settings
  - Flat Cancellation Rate
- Wait Time Settings
  - Free Wait Time Settings
  - Incremental Rate Per Minute
- Currency Management
- Commission Settings
- Payment Methods
- Email Templates

#### 18. Notifications

- Push Notification to registered Riders & Drivers.
  - Offer Notifications
  - Scheduled Notifications

#### 19. Reports

- User Reports
- Ride Orders Reports
- Commissions Reports
- Payouts Reports

#### 20. Messages

- Message Listings
- Message Details

#### 21. Admin Sub Users

- Admin Sub Users
- Permissions



**Business Logic**

- **Driver Selection:**

Event	Rider	Functionality	Driver
<b>Book a Ride</b>	Select's a type of Vehicle (hatchback/sedan etc) and Confirms Booking	The request is sent to Drivers based on all of the following:	All the drivers will receive an invitation to Accept/reject the ride request and the driver who accepts the invitation will be assigned the ride.
		1 Requests will be sent based on Geo-Fencing, manageable from admin end	
		2 Also, Earnings or No. of rides completed by the driver for that day. Driver with least earnings or No. of rides completed will be given priority for the invitation to be sent	The driver who rejects will have to mention a reason for rejecting the invitation in a text field which will be shared with Admin via Platform notification
3 Number of drivers to whom the invitation is to be sent can be managed from Admin Panel from a dropdown menu			

**Note: Rider will have to reinitiate "book a ride" process in case all the drivers reject the ride invitation or fail to accept the ride invitation within a system specified stipulated time span. Also, the Rider will get a pop-up message/Notification to reinitiate the ride search.**

- **Cancellation Policy :**

The cancellation policy will be based on the flat cancellation rate set by the admin. The cancellation rate will not apply if the ride is canceled by the rider within the free cancellation time. This time will be manageable from the admin back end panel. The flat cancellation rate will also be manageable by the admin.

- **Waiting Time Calculation:**

The waiting time will be calculated basis the following:  
 When a driver arrives at the pick-up location the user knows that the driver has arrived seeing on the map. Here a few minutes of wait time will not be charged.  
 For example -15 minutes which will be manageable from admin back end. After 15 minutes each minute will be chargeable. The total wait time calculation will be based on the incremental addition of the waiting time per minute set by the admin. The wait time incremental addition will stop once the driver starts the trip.

## Assumptions

- Two separate applications will be developed for rider and driver.
- All rides will have to be pre-arranged by the rider via the app.
- Driver verification will be done offline.
- The driver will have to furnish the requested personal and government documents for the admin to review and make drivers account active.
- Driver app. account activation will be done through the admin web panel.
- On active accounts (drivers) will be able to use the app and make money.
- Payment Gateway API will be bought and provided by the client.
- The project quote includes integration 3 payment gateway i.e. PayTM, Authorize.Net and PayPal. If any other payment gateway is required to be integrated - that will cost USD 750 extra and API will be procured & provided by the client.

## Exclusions

- Newsletter subscriber's list management - Admin will be able to download the CSV file OR we can integrate Mail Chimp for subscriber's list management. (As per client's requirement)
- Project scope does not include the following features as these features will be used from the 3rd Party Application login interface i.e. Mail chimp account:
  - Scheduling/Sending out mailers
  - Mailer designing
  - Reports/Statistics
  - Un-subscribe
  - Confirmation Mail/Dripping Messages management and scheduling
  - Any other mass mailing or feature which is directly available into the 3rd Party Application Interface.
  - Shopping cart Integration/Development is not a part of the scope.