Acting Driver & Customer
Management

Users:

1) Admin – Web Portal
2) Employee – Web Portal

Admin:

1) Create Employee and Admin, Edit, List and Remove Users, Change their Password
2) Driver Management
   a. Create Driver details (required fields)
      ➢ Driver Name - lock
      ➢ ID number - lock
      ➢ WhatsApp Mobile# (Primary number) - unique
      ➢ Alternative Mobile# (Secondary number) - unique
      ➢ UPI Mobile#
      ➢ Current Address
      ➢ Permanent Address
      ➢ License#
      ➢ License Date of Issue
      ➢ License Date of Expiry
      ➢ Type of license - textarea
         • if transport, heavy then separate field for that same as date of expiry of that license.

      ➢ Aadhar Number - unique
      ➢ Type of driver – Acting or valet or both
      ➢ Category of driver – Full time or Part time
      ➢ Blood Group
      ➢ Photograph attaching field
      ➢ License Copy proof attaching field
      ➢ Aadhar Copy proof attaching field
      ➢ Current Address proof attaching field
      ➢ Permanent Address proof attaching field (If current is same as present then no need)
      ➢ Emergency contact# with name, relationship - single
      ➢ Date of Joining.
      ➢ Referred by - optional

   b. Update the Subscription
      ➢ Mode of payment made along with date of payment
   c. Suspend the Driver with Reason
   d. List of Drivers
   e. Edit the Driver Information
   f. View Expiring list of Drivers based on driving license
   g. View Subscription Renewal List
   h. Search Driver – id, name, primary mobile, secondary mobile

3) Customer Management
    a. Create Customer (required fields)
        ➢ Customer Name
        ➢ Customer ID – Auto Generate
        ➢ WhatsApp Mobile# (Primary number) - unique
        ➢ Alternative Mobile# (Secondary number)
        ➢ Landline#
        ➢ Address
        ➢ Area
        ➢ Location of the Address – map location url
        ➢ Vehicle Name and model – SUGGESTION AND SELECT
        ➢ Vehicle Gear Type: Automatic or Manual
        ➢ Most Preferred Drivers history
        ➢ Blacklisted Drivers history
        ➢ Any special requests field
    b. View Customers
    c. Edit Customers
    d. Search Customers – primary mobile, secondary mobile
4) Driver Booking
    a. While booking the client will be chosen whether it's for acting driver based or a valet based then select the number of drivers (default 1 as value) and then the booking will be taken.
    b. If drive is for valet based, then add the person name along with mobile#, Venue Name & address field should be there.
    c. When a booking is taken a booking reference number is allotted and will show a format for copy and paste to WhatsApp message.
    d. Multi booking(date-range with daily booking with different booking no) options should be there so that multiple bookings can be taken.
    e. Reconfirmation option should be there so that we can hold the booking till confirmation of the same from the customer (reconfirm at date time).
    f. Then a background color has to show to differentiate the time of ride.
        i. Above 1 hour - Green bg with white – upcoming bookings
        ii. 1 hr pior yellow bg with back color.
        iii. Only show the uninformed bookings on the active list.
    g. Driver can allot or reassigned at any point of time.
    h. A message will be sent to the client manually by the users.
5) Reconfirm bookings
6) Single Report
    a. Customer Report - Filter
        i. Date Range
        ii. Driver
        iii. Customer name
        iv. Ticket – Yes/No/All

Employee

1) Search based on mobile no and View Driver Details and Blacklisted status – only eligible users
2) Customer Creation, Editing & viewing.
3) Drive Booking – Create, Edit, informed, Cancellation
4) View license and subscription Expiring List of Drivers
5) Multi booking option
6) Daily attendance tracking – Log in and log out (Manual Clicking) – session with 10 minutes

Features:

1) Driver when suspending, we have to select the status as performance/non-renewal/other with remarks on it.

2) For customer, we might blacklist the drivers with reason to take the future rides.

3) For drivers also, need an option to blacklist a customer with reason so that particular customer cannot be allotted.

4) Backlisted history of each driver has to be shown based on customers.

5) When a driver is allotted, no automated message. Instead, we will have a manual button to trigger the message and we will have an option to view whether its triggered or not.

6) Admin has all the features of the software.

7) Printing option of booking should be there with details such as Booking Date, reporting time, closing time(blank), Customer Name, Address, Phone#, Driver Name & ID and customer signature(blank) & separate format for Valet parking bookings along with number of drivers with before mentioned all details along with Venue details and address should be there.

8) Cancel of booking option should be there along with reason for cancellation which can be viewed if needed.

9) In driver booking screen, Destination address should there for storing temporary address of customer pickup and drop.

10) User will limit features which is limited to the above listed points.

11) We can create ticket if there is an issue with the driver.

12) Subscription list will be shown to intimate to the driver for collecting the payment.

13) Once the active list of drivers with non-blacklisted will be shown to the customer when choosing the driver.

14) Booking of customer has to be user-friendly and easy to work with.

15) Upcoming bookings should viewed be in order by booking time first then booking order number. AAA0001

16) Duplicate bookings should be alerted while entering. Same customer with same time can be overridden.

17) For Car bookings there should be option. Just an input

18) Customer feedback option, if possible, can be provided so that we can get feedbacks from customers.