**Portal Draft Requirements**

**Users and Roles Definition:**

1- ADMIN

2- OPERATOR

3- DRIVER

4- CLIENT

5- SYSTEM

* + This is not an actual role. List of actions performed by the system in this document will be referred to as SYSTEM actions.

**List of draft requirements in no specific order:**

# As a CIENT (account is not required to make order)

1- I shall be able to create a new order with the following information (web-form)

* Car size
* Client phone number
* Package type (see ADMIN section)
* Price (based on car size and package type )
* Date/time
* Additional services
* Share google Location via (browser geolocation or adding manually or see Operator section)
* Payment method (CASH/MADA payment)

2- I shall get code to confirm my order before order is placed.

3- I shall receive SMS/whatsapp notification when my order is received and completed.

4- I shall get an invoice or confirmation of appointment once the order is made.

# As an OPERATOR (account is required)

1. I shall be able to create a new order with the same info above
   * For the location, the operator can copy a google maps link and paste it into this form and the actual location should be retrieved.

* Driver assigning, to be shown in a schedule table for the operators to be able to choose which driver.
  + The location should automatically give indication to the operator of the area name, this will help the operator to choose the suitable driver as per the closest location.

1. I shall be able to edit the status (Statues should be automated) of the order after creation, however, only the creator can perform this action.

* Possible order statuses (NEW/ASSIGNED/COMPLETED/CANCELED)
* Operator should be able to edit all order details if the order status is not completed.
* Operator should be able to add comments to each order .
* Once the status of the order is “completed”, only admin can change its details

3- I shall be able to view the list of orders

4- I shall be able to see order schedule for assigned orders per driver based on drivers working hours and business hours .

5- I shall be able search orders by any input (client phone, driver name, date, ... etc.)

6- I shall be able to view the location of each order

7- I shall be able to view drivers to the system

8- I shall be able to download or “screen shot” the order invoice once it is status is completed

# As an ADMIN (account is required)

I will have all the functionalities listed above for the OPERATOR role in addition to the following:

1. I shall be able to extract a row data order report from the system
2. I shall be able to add/edit Packages details such as prices, service durations, additional services, which will appear in a drop-down list upon order creation

* When a package price or duration is modified, already created ordered shall not be affected.
* Each package & additional services shall have a fixed duration in minutes.

1. I shall be able to add/suspend/remove users to the system of any role.
2. I shall be able to define working hours for each driver.
3. I shall be able to define daily business hours.
4. I shall be able to give a margin of discount in prices for the operators.
5. I shall be able to add daily cost/petty cash to be reported out as a table as shown below.

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Category 1 | Category 2 | Amount |
|  |  |  |  |

# As a DRIVER (account is required)

1. I shall be able to open the application from mobile devices (PWA)
2. I shall be able to see a list of active orders assigned to me.
3. I shall be able to accept or reject orders assignment within only two hours before the starting time of each order. (Admin able to edit that duration, if needed)
4. I shall be able to see all related information to each of my orders along with a clickable location link to navigate to the client.

* This info includes: Prices, services, client phone, … etc.

1. I shall be able to mark an order as completed when the service has ended and add any comments.

# The SYSTEM shall,

1- send an SMS/WhatsApp message to the client as an order confirmation once the order is created and its status is “new”

2- send an SMS/WhatsApp message to the operator as an order reminder upon driver assignment.

3- System should be able to identify the order status as follow:

* Once created by operator “NEW”
* Once accepted by driver “Assigned”
* Once canceled by operator “Canceled”
* Once ended by the driver “Completed”

4- provide an invoice of the service once the order status is completed.

5- keep track of each driver’s daily schedule/openings. This will help the OPERATOR choose a driver while creating an order.