

WAYS & MEANS TECHNOLOGY PVT. LTD.



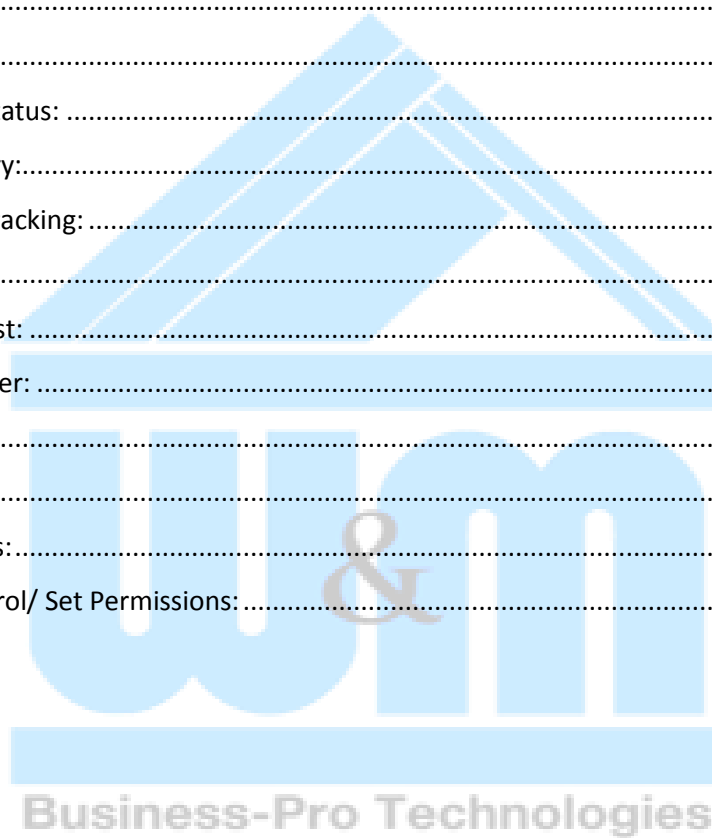
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1 Overview:

The developed application will be used to track and manage, field workforces that enable on-demand deliveries, at-home services and on-street customer acquisition. There will be three modules to manage the complete application.

- a. Merchant will create orders on behalf of their customers and assign them to the drivers.
- b. Driver: Driver will accept and pick up the order and complete the order delivery by deliver them to the mentioned address.
- c. Admin: Admin will manage Merchant and Drivers as well.

The app equips the Merchants with a bird's eye view of all the business operations and helps in optimizing routes, allocating resources and tracking drivers and tasks seamlessly. It also allows for regular notifications and alerts to resolve issues proactively.

On the other hand, Driver can view the assigned tasks, View customer details. Get the directions and the optimized path to the destination. Mark the task complete as soon as packet deliver to the customer and Merchant will receive the Notifications about the same.

2 Project Description

2.1.1 Required Functional Systems

- Merchant Module (iPad, Tablets and Web)
- Driver Module (iPhone and Android app)
- Admin Module (Web)

2.1.2 Systems/Development Required for

- a. Frontend Design
- b. Frontend development
- c. Database Design
- d. Web Backend Development
- e. Admin Development(Frontend and Backend)

3 Flow of the Application:

3.1 Merchant App (iPad, Table and Web):

3.1.1 Sign Up:

Merchant will sign up into the application by filling details like:

- ✓ Name
- ✓ Email
- ✓ Password
- ✓ Phone Number

After signing up Merchant will get verification email to activate their account.

3.1.2 Sign In:

Sign in into the application by entering email ID and Password.

3.1.3 Dashboard:

Here Merchant will be able to view the complete details of the tasks like:

- Number of Pending Tasks
- Number of Ongoing Tasks
- Number of completed Tasks
- Number of cancelled Tasks

Driver Info:

- Number of free driver
- Number of Busy driver
- Number of inactive driver

3.1.4 Create Task:

By tapping on this icon, Merchant will be able to create new task by adding following information:

Customer Enter Details in Tablet:

- ✓ Enter Name
- ✓ Enter Phone Number (Validation of Phone Number if customer details already exist then autofill the details)
- ✓ Enter Postal Code
- ✓ Enter Delivery Address (With the help of Google Map)
- ✓ Enter Pick up Address
- ✓ Enter Pick up Time
- ✓ Add Notes (If Any)
- ✓ Add Images
- ✓ Number of bags to deliver

- ✓ Choose Delivery Time

After that there will be an option to assign the task to driver. Here Merchant will be having two options:

1. Auto-Assign
2. Select Driver

After assigning the delivery packet to the driver, Merchant can track complete process until deliver to customer address. This will be done with nearest driver search algorithm.

3.1.5 Barcode Generation and Scanning:

Merchant and admin can generate barcode for every task which driver can scan at the time of pick up and delivery.

3.1.6 Auto – Assign Functionality:

Get your tasks auto-assigned to your nearest free driver as soon as they arrive. Driver will receive instant notification when a task is assigned, even when the app is closed. Auto assign functionality works on the shortest distance driver availability. Drivers who are available at shortest distance from the pickup location will be allocated the task automatically.

3.1.7 Geo Fencing:

Merchant and admin can create geo fence by adding location or radius to it the settings. An alert sent out every time a vehicle enters or exits a Geofence, increasing operational efficiency and elevated safety and security levels.

3.1.8 Nearest Available:

This new auto assign configuration allows to assign task to the nearest available agent. You can define the maximum radius here.

3.1.9 Print Labels:

After adding goods/ items details, print out can be taken to be labeled onto the shipping bags. Auto label printing as per the number of items.

Example: add 1 bags freezer, 2 fridge and 3 tablet then it will auto print 6 label.

3.1.10 View Task Status:

After assigning tasks, the task will move to the Assigned task list where merchant can view all the details and current status of the tasks. Details will include:

- ✓ Task Status: Assigned/ Unassigned/Completed
- ✓ Task Description
- ✓ Start Time
- ✓ Complete Time
- ✓ Tracking Link

- ✓ Agent Name
- ✓ Order ID

Customer Details:

- ✓ Name
- ✓ Contact Number
- ✓ Email
- ✓ Address

3.1.11 Order History:

The list of completed orders will be displayed here. The table will contain following details:

- ✓ Order ID
- ✓ Task Description
- ✓ Driver Name
- ✓ Customer Name
- ✓ Delivery Address
- ✓ Timing
- ✓ Task Status

3.1.12 Real Time Tracking:

Track Vehicles and drivers in real time and get the track on all the allocated tasks. Through this Merchant can update their customers by sending them messages about their delivery package status.

3.1.13 Agent List:

Merchant will be able to view agent list like:

- ✓ Free Agent
- ✓ Busy Agents
- ✓ Inactive Agents

With complete details like agents will assigned tasks and their information.

3.1.14 Customer List:

All the added customer list can be seen here. So that if the customer is already added system can easily retrieve the information. Merchant can perform following action to the added customer info.:

- ✓ Edit Customer Details
- ✓ Delete Customer

3.1.15 Add Customer:

Here Merchant can add the customer details like:



- ✓ Name
- ✓ Phone
- ✓ Emails
- ✓ Address

3.1.16 Analytics:

Here Analytics will be displayed here:

- ✓ Task Status (Assigned, Unassigned, Completed)
- ✓ Agent Status (Active, Inactive, working)

3.1.17 Settings:

Here Merchant can set their preferences like message settings, profile, Auto Assign settings, Geo location setting for drivers etc.

3.1.18 Notifications:

Merchant can send the notification message to customer and the Driver to inform and know about the status of the tasks.

3.2 Driver (iPhone, Android) App:

3.2.1 Sign In:

Driver will sign in into the app with the credentials provided by admin of the application and agree to the terms and conditions. After that he will create his profile and can perform rest of the activities.

3.2.2 Update/Edit Profile:

Here driver can edit/ update details like:

- ✓ Profile picture
- ✓ Name
- ✓ Phone number
- ✓ Reset Password

3.2.3 Set Status:

Here driver can set his status as on duty, off duty.

3.2.4 View Task List:

All the assigned task will be displayed here. By tapping on any task, driver can view the complete details of the tasks and can accept and decline the tasks. After accepting task he will see the following details:

- ✓ Pickup Time
- ✓ Customer Details
- ✓ Deliver address
- ✓ Start and Cancel task button

By tapping on start task driver journey will start and he can view direction of the path over Map. And after that there will be two buttons to mark the task as successful or fail.

Before delivery, driver will take signature of customer, any notes if needed and then upload all the details.

3.2.5 Filter Task:

There will be following filters for driver to filter the tasks:

- ✓ Task Status
- ✓ Time
- ✓ Date

3.2.6 Calendar View:

There will be calendar (Monthly View) for drivers where by tapping on any date they can see the list of all the tasks, travel summary like Km(s) covered, Hours and Number of tasks completed for that day.

3.2.7 Notifications:

On this screen, all the notification will listed like New Task, running task, completed task notifications.

3.2.8 History:

Here driver will see all the completed tasks history.

3.2.9 Route Optimization:

Easily navigate to multiple destinations and ensure on-time deliveries. We will use this method here to minimize the delivery time of the driver while performing multiple tasks. Route optimization will be done in following steps:

- ✓ create/remove an order in the system
- ✓ define object location
- ✓ get the routes for a specific date
- ✓ get the scheduling information for the specified order
- ✓ start/stop the planning process for the specified date and return its status

3.3 Admin (Web):

3.3.1 Dashboard:

Here Admin will be able to view the complete details like:

- Number of Pending Tasks
- Number of Ongoing Tasks
- Number of completed Tasks
- Number of cancelled Tasks
- Number of delivery by clients, easy view on which delivery from witch store.

Driver Info:

- Number of free driver
- Number of Busy driver
- Number of inactive driver

Merchant Info:

- Number of Merchants

3.3.2 Add Driver:

Admin will be solely responsible for adding driver in the system. He can add driver by adding following details:

- ✓ First name
- ✓ Last name
- ✓ Email ID
- ✓ Password (auto generate)
- ✓ Phone
- ✓ Profile Picture
- ✓ Assign to Merchant
- ✓ Transport Type
- ✓ License Plate

After adding all these details, password and username will be sent to driver's email ID for them to login into the application.

3.3.3 Driver List:

Here admin can View all the added drivers with following details:

- ✓ ID
- ✓ Image
- ✓ Username
- ✓ Name
- ✓ Email
- ✓ Phone
- ✓ Device Type
- ✓ Allocated Merchant

- ✓ Driver current Status
- ✓ Action (Edit, block, delete)

3.3.4 View Merchant List:

Here admin can view all the registered merchants with details like:

- ✓ Merchant ID
- ✓ Name
- ✓ Shop Type
- ✓ Email
- ✓ Location

3.3.5 Add Merchant:

Admin will also be able to add merchant from the admin panel and provide the credentials through email to the merchant.

3.3.6 Block/ Unblock Merchant and Driver:

If admin sees any inappropriate content or task, he can block the merchant and driver to login into the application.

3.3.7 Create Task:

Here admin can also create the task same as Merchant:

Create new task by adding following information:

Customer Enter Details in Tablet:

- ✓ Enter Name
- ✓ Enter Phone Number (Validation of Phone Number if customer details already exist then autofill the details)
- ✓ Enter Postal Code
- ✓ Enter Delivery Address (With the help of Google Map)
- ✓ Enter Pick up Address
- ✓ Enter Pick up Time
- ✓ Add Notes (If Any)
- ✓ Add Images
- ✓ Number of bags to deliver
- ✓ Choose Delivery Time

After that there will be an option to assign the task to driver with two options:

3. Auto-Assign
4. Select Driver

After assigning the delivery packet to the driver, admin can track complete process until deliver to customer address. This will be done with nearest driver search algorithm.

3.3.8 Barcode Generation and Scanning:

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- ✓ Task Description
- ✓ Start Time
- ✓ Complete Time
- ✓ Tracking Link
- ✓ Agent Name
- ✓ Order ID

Customer Details:

- ✓ Name
- ✓ Contact Number
- ✓ Email
- ✓ Address

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- ✓ Customer Name
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Merchant will be able to view agent list like:

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- ✓ Inactive driver

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All the added customer list can be seen here. So that if the customer is already added system can easily retrieve the information. Merchant can perform following action to the added customer info.:

- ✓ Edit Customer Details
- ✓ Delete Customer

3.3.18 Add Customer:

Here Merchant can add the customer details like:

- ✓ Name
- ✓ Phone
- ✓ Emails
- ✓ Address

3.3.19 Analytics:

Here Analytics will be displayed here:

- ✓ Task Status (Assigned, Unassigned, Completed)



- ✓ Agent Status (Active, Inactive, working)
- ✓ Merchant's number of task
- ✓ The average distance from store to clients
- ✓ No. of delivery client A did, client B did etc...

3.3.20 Settings:

Here admin can set their preferences like message settings, profile, Auto Assign settings, Geo location setting for drivers etc.

3.3.21 Notifications:

Admin can send the notification message to customer and the Driver to inform and know about the status of the tasks. The notification should be sent automatically when the delivery person starts the delivery and if the time is up then other notifications to inform of the delay also.

3.3.22 Access Control/ Set Permissions:

Permission like Manager Access, Create task, Driver allocation, Route optimization, notification settings etc.

