SOW 1.0 | MVP | On-Demand Logistics

Project Objective: Hyperlocal Marketplace and aggregator for connecting users with logistic vendors on a demand basis(Uber-like model).

→This will be a marketplace and aggregator both allowing individual and logistic agencies to get registered.

Project Usage Channel: Mobile App(Android and iOS)
Users type of the marketplace:
1. Admin of the marketplace | Web Panel
2. Logistic Vendors | Android and iOS App
3. End Users | Android and iOS App
Services Included:
1. Backend Development Service
2. API development Service
3. Mobile App Development Service
Note: There will be one mobile app(Android and iOS) that will be used by both user types based on login: Logistic Vendors and End User.

A.1: Vendor Signup and Login
● OTP Based Initial Signup
● Passkey and OTP based login
Paid 3rd-Party Integration: We suggest using MSG91's web API service for OTP-based signup:
https://docs.msg91.com/otp.
Workflow: The vendors will be able to sign in to the app simply by entering their mobile number. The system will send the user an OTP on their mobile number which they can enter/auto-detect and fill to get registered.

The vendors will then need to create a passkey(4 digits) which they can use to log in later(if logged out).
● The vendors can then log in via passkey or if they forgot the passkey then they can use it to log in via OTP.
● The vendor can change their passkey from their account's manage passkey section.
A.2: Vendor Profile
● To get started with adding a vehicle and getting bookings the vendor will be prompted to complete the mandatory fields of the profile.
● The admin can mark the vendor profile approval to be done mandatory or the

admin can set it to auto-apprpval.

Profile fields group-wise

Personal Details:

● First Name

● Last Name

● DOB

● Gender

● Upload/Camera-based Profile Photo

Billing Details:

● Full Billing Address

● Email ID(used for sending orders and invoices)

● GST(if there)

KYV(Know your Vendor)

● Current Selfie-Based Image of Vendor

● Image of Adhar Card

● Image of Pan Card

● Image of Driving License

● License Type

If the Vendor Registers as a Logistic Agency they need to provide below details:

● Agency Name

● Agency Billing Address

Agency Billing Email ID

● Agency GST Number(if there)

Note: In one account the vendor can add either of the one GST fields: Either Agency GST or

Individual GST.

Workflow:

● The vendors will save the profile details and send them for approval.

● The vendor will not be able to add the vehicle and get bookings without profile approval.

● The admin will be notified of the vendor profile approval request. The admin can approve the profile. If approved, the vendors will be notified via push notification on the app and via SMS.

Paid 3rd-Party Integration: We suggest using MSG91's web API service for OTP-based signup:

https://docs.msg91.com/sms.

● The admin can also deny the profile approval request by comment. The vendor will be notified of the denial by SMS and push notification.

● The vendor can edit the profile details for sending the approval request again.

● After approval vendor can edit the profile info(with the admin approval process) for the following field:

→ First Name

→ Last Name

→ DOB

→ Gender

→ Email ID

→Profile Photo

A.3: Vendor GST Logic:

● GST will be applied to the vendor if GST has been added and the payment bill will be then generated on behalf of vendors.

● If GST is not provided then the vendor will not manage GST and the bill will be generated from the marketplace end.

A.4: Vendor Add Vehicle:

● Vendors can add one or multiple vehicles.

● For each vehicle vendor needs to provide:

→ Vehicle Company*

→ Vehicle Model*

→ Vehicle Make Year*

→ Vehicle Number*

→ Vehicle Type(E-rickshaw, tote, mini truck, etc)*

→ Vehicle Category(LMV, MGV, HGV/HTV, HMV, Trailer)*

→ Vehicle Photo(multiple)*

→ Vehicle RC Image*

→ Vehicle Load Capacity

→ Vehicle Volume Capacity

Pricing Types:

City Booking

● → Per km-wise charge for trips for items

● → Per km-wise charge for trips for fragile items (if vendor wants to allow specialized logistics service for the fragile item load for this vehicle)

● → Per km-wise charge for reaching to pickup point

● → Per kg(or any specified unit of weight) wise charge

Outstation Booking

● → Per km-wise charge for trips for items

● → Per km-wise charge for trips for fragile items (if vendor wants to allow specialized logistics service for the fragile item load for this vehicle)

● → Per km-wise charge for reaching to pickup point

● → Per kg(or any specified unit of weight) wise charge

After submitting the vehicle the admin will manually or auto-approve the vehicles added to the account. The admin will be notified of the vendor profile vehicle approval request. The admin can approve the vehicle. If approved, the vendors will be notified via push notification on the app and via SMS.
Paid 3rd-Party Integration: We suggest using MSG91's web API service for OTP-based signup:
https://docs.msg91.com/sms.

● The admin can also deny the vehicle approval request by comment. The vendor will be notified of the denial by SMS and push notification.

● The vendor can edit the vehicle details for sending the approval request again.

● After approval vendor can not edit vehicle info. For any edit, the vendor can contact the admin via email.

A.5: Adding Sub-vendors(Drivers)

● Vendors can add sub-vendors(Drivers) to their accounts.

● Each sub-vendor will have its login.

● To add a sub-vendor(driver) the vendor will need to provide:

→Driver First Name

→Driver Last Name

→DOB

→Gender

→Upload/Camera-based Profile Photo

KYV Details of Driver

→Current Selfie-Based Image of Vendor

→Image of Adhar Card

→Image of Pan Card

→Image of Driving License

→License Type

Create Login Details of Driver(the driver can change later if required)

→Mobile Number

→Temporary Pass Key

● The vendors will save the driver details and send them for approval.

● The admin will be notified of the driver profile approval request. The admin can approve the driver. If approved, the vendors will be notified via push notification

on the app and SMS and the driver will be informed via SMS and Email for their approval with the Temporary Pass Key and the Mobile number using which they can log in.

● The admin can also deny the driver approval request by comment. The vendor will be notified of the denial by SMS and push notification.

● The vendor can edit the profile details for sending the approval request again.

● After approval vendor can edit the driver info(with the admin approval process) for the following field:

→ First Name

→ Last Name

→ DOB

→ Gender

→Profile Photo

● Once the driver is approved the vendor can map the vehicles available in his account to a driver.

Logic Notes:

● One vehicle can be mapped to one driver's license (set by vendor account)at a time and also one driver's license can be mapped to one vehicle at a time.

● The vendor can map a driver(sub-vendor) or his own account's driver's license to a vehicle only if the license type matches the vehicle's category.

Ex. If the vehicle's category listed is MGV(data from RC) then the driver that is getting mapped

to the vehicle must hold the MGV license type or above. The system will keep this check that a

valid license holder is driving the vehicle.

B: Customer | Scope of Work

A.1: Customer Signup and Login

● OTP Based

● OTP Based Initial Signup

● Passkey and OTP based login

Paid 3rd-Party Integration: We suggest using MSG91's web API service for OTP-based signup:

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Workflow: The customer will be able to sign in to the app simply by entering their mobile number. The system will send the user an OTP on their mobile number which they can enter/auto-detect and fill to get registered.

● The customer will then need to create a passkey(4 digits) which they can use to log in later(if logged out).

● The customer can then log in via passkey or if they forgot the passkey then they can use it to log in via OTP.
● The customer can change their passkey from their account's manage passkey section.

A.2: Customer Profile
● If the customer wants they can add their profile details but it will not be mandatory.
Profile fields group-wise
Personal Details:
● First Name
● Last Name
● DOB
● Gender
● Upload/Camera-based Profile Photo
Billing Details:
● Full Billing Address
● Email ID(used for sending invoices)
A.2: Customer Account
● Customer can change their profile details anytime
● Customer can change the passkey
● Customers can edit their address book where they can edit/save multiple addresses that will be used for their booking.
C: Booking Operations | Scope of Work
● Each vendor/sub-vendor(driver) will need to log into the app and mark 'Active' to start getting bookings else they need to mark 'In-active'
● The admin will set the max distance up to which, no per-km charge will be applied for the vehicle to reach the pickup location. This can be set globally or per vendor.
● If the distance pickup is more than the set limit then the customer will be informed that we are providing options for vehicles far away so an extra charge will be applied to the trip. In this case, the trip price will calculate the per-km charge to reach the pickup location and then the total trip's per-charge.
C.1: How to do booking?

Paid 3rd Party API needed: Google Map paid 3rd party APIs needed. https://developers.google.com/maps/documentation | (We can get started with a free plan but a paid
version account will be surely needed if usage is exceeded).
● To get a booking the customer needs to provide a pickup location either by:

–| Typing the address and selecting the suggested address on the map–pinpointing for accuracy

–| Select on the map–By typing and pinpointing for accuracy

-| Get My location–pinpointing on the map for accuracy

-| Select a Saved Address from Address Book

● After this, the customer needs to define the drop location in the same way.

● Then the customer will select the vehicle type

● After which the customer will define the load detail:

→Load weight*(if the selected vehicle does not have the required load capacity then system will suggest to choose the vehicle type which has that load capacity)

→Load Type*: Has fragile items or Do not have fragile items or Not necessary to define

Note: For 'do not have fragile items' and 'not necessary to define' cases, a general freight(per-km) charge will be applied. But for 'has fragile item'–specialized fragile item-wise freight will be applied.

→Load Info*: Description*(text-based) and media(images can be given)

→Load volume(not-mandatory: can skip)

● The customer will then request the vehicle and the system will run its proximity algorithm to:

→Find the nearby vehicles(as per nearby limit set by admin)

→Find the 'Active' marked vehicles

→Find the required vehicle type

→ Find the vehicles that work on specialized fragile item logistics (if required)

● If no vehicle is found in a nearby limit search(set by admin) then the system will inform the customer that we are looking for faraway vehicles as no vehicle is found in their location.

● In this case, the system will use the same proximity and matchmaking algorithm, only the search radius will increase to 50 Km (that admin will set for maximum search radius for faraway requests)

Pricing Calculation Methodology:

The total trip price will be calculated based on the following criteria:

1. Distance-Based Charges

○ The base price will be calculated on a per kilometer (km) basis for the trip from pickup to drop-o

location.

○ If the item is marked as fragile and the vendor opts for a specialized logistics service, then a separate per km-wise charge for fragile items will apply.

2. Weight-Based Charges

○ Additional charges will be applied based on the weight of the items, calculated per kilogram (kg) or any other specified unit of weight.

3. Driver Pickup Distance Charges

○ If the driver is located far from the pickup point, the distance between the driver's current location and the pickup location will also be calculated and charged per kilometer.

● Once the system selects the nearest vehicle the vendor is informed of the booking request on their mobile app via push notification info and a new booking alert tone.--The vendor can either accept or decline.

● If accepted by the vendor the customer will see all the details of the vehicle and driver as per their profile with avg rating and total trips done stats.

● The customer needs to then pay for the trip amount via online payment methods(Card and UPI). | Card Save and UPI Save feature will be there for later bookings.

● The full payment will be processed through Razorpay using their Route (Split Payments) feature – https://razorpay.com/route/. This allows automatic splitting of the total amount between the admin and respective vendors.| Note: The payment will be kept on hold till the trip ends after which the amount will drop in the admin respective vendors account.

● After the payment part is done the customer will get the OTP to start the app.

● After this, the customer can see the vehicle on the map coming to the pickup location and can see the average. distance and time to reach(powered by Google Map API)

● Once the vehicle comes within 100 m range of the pickup point the customer is notified that the vehicle is at your location.

● The customer can provide a start trip OTP to get the trip started.

● The customer will then get a load OTP to acknowledge the successful loading of the vehicle–here the driver will take images of the loading and then put a comment and then ask the customer to provide a load OTP to mark the loading done. (the customer can check the uploaded info of loading)

● When the driver reaches the delivery point the driver will first need to take the unloading image and comment and then ask the customer for unloading and trip

end OTP.(the customer can see the unloading image and comment for unloading)
● Once the unloading OTP is entered correctly, the trip is o

cially marked as
completed. At this point, the payment – which was held securely – is released through Razorpay Route.
● The funds will then be automatically split between the admin and the respective vendor based on the predefined commission or share structure.
● After this, the customer and vendor both can rate and review each other.

D: Admin
● Admin will have full control of the system on all entity types: vendors and customers.
● Admin can create vendor/sub-vendor accounts with full details from the admin panel also.
● Admin can make a booking on behalf of the customer.
● Admin can set commission:
→ On a global level on a fixed percentage (Priority: 3)
→ On a global level fixed percentage based on per available vehicle category-wise.(Priority: 2)
→ Per Vendor account wise on fixed percentage(Priority: 1)
→ Per Vendor account-wise on a fixed percentage based on per available vehicle category-wise.(Priority: 0)
If all are set the highest priority(0 to 3) will be applied: FYI: Priority 0 is highest.