

Comprehensive Project Plan for Multi-Sided Delivery Platform : Move Now

Project Overview: Delivery App with Multi-Sided Functionality

This project involves the development of a comprehensive delivery platform similar to Uber, but focused on multi-type delivery services. The platform consists of three main components:

1. User App (for customers requesting delivery services).
2. Driver App (for delivery service providers).
3. Admin Dashboard (for platform management, reporting, and support).

Purpose of the Platform

The app aims to simplify delivery operations for:

- Individuals needing transportation for goods (e.g., furniture, parcels).
- Special cases like towing cars using specialized vehicle options.
- Offering additional services such as helpers to assist in carrying goods.

The platform ensures efficient communication between users, drivers, and administrators, with real-time updates and robust management tools.

Core Features

1. User App

- Signup/Login:
Users can register via email or phone or log in using their credentials.
- Map-Based View:
Users can view nearby available vehicles, categorized as:
 - Regular Vehicles (e.g., vans, cars).
 - Special Vehicles (e.g., car lifters for emergencies).
- Vehicle and Destination Selection:
Users choose a vehicle type and set a pickup and drop-off location. For special vehicles, they can input detailed cargo specifications.
- Price Calculation:
Dynamic pricing displayed based on vehicle type, distance, and any additional services (e.g., helpers).
- Order Confirmation:
Users confirm the request and select a payment method (cash or card). They can also review cost breakdowns.
- Driver Allocation:
Once a driver accepts, the user sees the driver's profile with real-time tracking, chat, and phone call options.
- Cancellation Policy:
Users can cancel the trip within a 4-minute grace period or face a cancellation charge.
- Notifications:
Real-time alerts for trip updates, driver arrival, or payment confirmation.
- Rating System:
Users can rate their experience and provide feedback after the trip.

2. Driver App

- Driver Signup and Verification:
Drivers upload their documents (e.g., ID, vehicle registration) for admin review and approval.
- Job Requests:
Drivers receive notifications for nearby user requests, showing trip details and estimated earnings.

- Driver Earnings:
Drivers can track their earnings and receive payouts via:
 - Bank transfers.
 - E-wallet.
 - Cash pickup from the office.
- Trip Management:
Drivers can start, pause, or end trips, with real-time updates shared with the user.
- Support Channel:
Drivers can contact admin support for trip or payout issues.
- Driver Rating:
Drivers receive ratings based on user feedback.

3. Admin Dashboard

- User and Driver Management:
 - View, approve, or reject driver applications.
 - Manage user accounts and handle complaints.
- Trip Monitoring:
 - Track active, completed, and canceled trips in real time.
 - View vehicle locations on a live map.
- Payment Tracking:
 - Monitor user payments and driver earnings.
 - Resolve payment discrepancies.
- Customer Support:
 - Manage support tickets raised by users or drivers.
 - Assign tickets to specific support agents.
 - Monitor ticket resolution status (open, in-progress, resolved).
- Analytics and Reporting:
 - Generate detailed reports for:
 - Total revenue.
 - Trip volumes (completed, canceled).
 - Driver and user activity.
 - Visualize data through charts and graphs for business insights.

Detailed User Flow

User Flow:

1. Account Setup:
Users sign up or log in.
2. Search for Vehicles:
They view nearby vehicles and select the type.
3. Request Details:
 - Enter pickup/drop-off locations.
 - Specify cargo details if applicable.
 - Add extra services (e.g., helper).
4. Review and Confirm:
 - Review price breakdown.
 - Confirm booking.
5. Real-Time Updates:
 - Track driver location and ETA.
 - Communicate with the driver if needed.
6. Trip Completion:
 - Payment is processed.
 - User rates the experience.

Driver Flow:

1. Account Setup:
Drivers register and upload documents.
2. Receive Requests:
Drivers receive requests based on location.

3. Accept Trip:
Review trip details and accept.
4. Trip Execution:
 - Navigate to the user's pickup location.
 - Transport goods to the drop-off location.
5. Earnings Tracking:
 - Drivers track completed trips and earnings in the app.

Admin Flow:

1. Platform Oversight:
 - Monitor user and driver activities.
 - Track trips and resolve issues.
2. Support Management:
 - Assign support tickets to agents.
 - Ensure timely resolution.
3. Generate Reports:
 - Use analytics for business optimization.
 - Monitor revenue and operational efficiency.

Technology Stack

1. Frontend:
 - User App: Flutter.
 - Driver App: Flutter.
 - Admin Dashboard: Vue.js or React.js.
2. Backend:
 - Framework: Laravel (PHP).
 - Database: MySQL with JSON support for flexible data handling.
3. APIs:
 - Google Maps API for location services.
 - Payment Gateway API for processing card payments.
4. Infrastructure:
 - Server: AWS or Google Cloud for scalability and reliability (or other).