

# Sona X Services



## Uber for X – Sona X Services

Get the best handyman solutions for your business and get it done right and perfect.

# Main

Using state of the art technologies like web sockets from Socket.IO, MySQL, Stripe for adaptive payments, Mail gun API for transactional emails, Amazon SNS for advanced Push services it provides a very scalable platform for your business to scale on.

The product comes with additional management systems for improved administration:

Payroll Management

Account Management

Analytics

The app is completely PCI compliant so you are assured of no legal issues with regards to payment processing. All credit card information is stored on the payment gateway's server.

The application comes with 2 mobile applications ,1 for the customers to book services and 1 for the providers to accept and manage bookings.

## Basic Features:

- Select from list of service types
- Check the price estimate
- Live tracking of the expert
- Pay by cash or card
- Push Notifications
- Rate Providers
- Schedule for Later
- Providers can provide multiple service
- Time Tracking
- Web and Mobile Sync Platform
- Before & After Service Images
- Translation Features.

Check the demo Site : <http://www.hexagonmedia.xyz/uberx/>

Check the Admin Panel: <http://www.hexagonmedia.xyz/uberx/admin/>

# Customer App

## USER REGISTRATION

The Sona X Services Uber Clone has a custom sign up form for users that has them to login using email id.

## LOGIN

The user can login to the product using his email and password. If a user has forgotten his pass-word he can reset the same via a web link that will be sent to the registered email id.

## STORE CREDIT CARD DETAILS

Users can store their card details on stripe which is PCI compliant. We use stripe.com as our default payment gateway, this provides a secure way to store credit card information on our Uber for X. All the payments are processed using the stripe API. The stored card is used to make cash-less payments on the app. Providers can be paid directly from the app admin panel.

New user gets a discount code

Person who referred also gets a discount code

Promotion codes can be distributed via various marketing channels like email, sms and push notifications and these promo codes can be claimed on the app to earn discounts. This is a great way to increase the virility of your solution.

## SPOT PROVIDER LIVE ON MAP

Users can see the providers live around them just like how Uber shows taxis around you, these are organized by types (electricians, plumbers etc.) and these types can be setup for each city from the admin interface. Each type will have a unique pricing model, the app supports a fixed pricing model and an hourly pricing model. You could setup the app for on-demand plumbers, on-demand electricians, on-demand maids, on-demand doctor, on-demand movers, on-demand painters, on-demand technicians and kick-start your on-demand business.

The booking request compilation is complete after completing the 2 steps above.

## ON-DEMAND FLOW (BOOK NOW)

Customer can submit a booking for immediate fulfillment. The user by now has chosen the type of service he needs, job details and job address. The booking process is follows:

Job Dispatch – Job is sent in a round-robin manner to providers closest to the job-address. Job is sent to the 5 closest providers and each provider is given 30s to respond. If one provider avoids the booking or rejects the booking the booking is passed onto the next closest provider in a round-robin manner.

Wait for provider to be on the way – Once a provider accepts the booking the user is taken to the current orders page from where he can get all provider details while he waits for the provider to be on the way and can also cancel the booking if he has changed his mind.

Provider on the way- Once the provider is on the way he can be tracked live on the map just like on uber.

Provider Arrived – Once the provider has arrived the live tracking stops.

Job Started– Once provider has arrived he can start the job and a timer starts.

Job Completed – On job completion the timer stops and the job is billed on hourly pricing. The pricing model depends on the business. The app can earn in the following manner:

If hourly charged then the app can take a % commission from the hourly

Invoice is sent to the customer on job completion direct to the customer's app via a push notification and also by email. User's card is charged if it has been added or the provider collects cash.

#### MULTIPLE BOOKINGS

User can request for more than 1 service at the same time.

#### BOOKING HISTORY

The customer can track his current on-going bookings from the CURRENT ORDER tab and can track past orders from the PAST ORDER tab. Current bookings are updated in real time and this screen allows the customer to track more than 1 booking at the same time.

Check Android App – Please Create a Free Account to Test the User Features:

<https://play.google.com/store/apps/details?id=com.sonax.client>

# Provider App

## ACCEPT/REJECT BOOKINGS

Provider can accept/reject multiple bookings on any screen. On accepting the on-demand (now) booking, the booking is scheduled on his home screen and if rejected the booking is sent to the next available provider.

For scheduled bookings, the provider is informed of the booked time slot via a PUSH NOTIFICATION, SMS and EMAIL and this appears in his schedule.

## BOOKING FLOW

The provider can update the status for each booking directly from the app. The provider can manage the booking from his home page and update the status for each as follows:

On the way to the appointment

Arrived at requested location

Job started - Job completed

Confirm invoice value, capture the customer's signature and raise invoice

## FINANCIAL ACCOUNTS

The provider can track his earnings and also payouts from this page, this is useful for him to manage his accounting.

## HISTORY

Providers can track their booking history from this screen on the app.

## PROFILE

Providers can see their profile details and also booking statistics from this screen on the app.

Check Android App – Please Create a Free Account to Test the Provider (Needs Admin Approval) Features:

<https://play.google.com/store/apps/details?id=com.sonax.provider>