

Saudi cleaning services system



Stack Soft for services and software solutions

Introduction

A management and tracking system for cleaning services, starting from submitting a cleaning request from the user through the delivery worker to the laundromat, to provide cleaning services such as ironing, drying and washing clothes and furniture within the Kingdom of Saudi Arabia.

In addition to supporting the electronic payment service to pay commissions and invoices during the process of providing the service.

The system consists of the customer, the delivery person, the owner of the laundry, and the system administrator.



Define the system

A system that uses the latest technical and technological systems, consisting of a mobile application and a website for the customer, a desktop and mobile application for the laundry, a mobile application for the delivery worker, a website and a desktop application for the system manager (dashboard).⁺ •

The platform is designed to provide a base through which a comprehensive administrative and organizational process can be provided for the management of laundries, customers and delivery workers within the Kingdom of Saudi Arabia.

This system adapts to different operating systems from the tablet phone application to computer operating systems, in addition to web systems.

System features

❖ The system works on all platforms

The system is characterized by providing copies of it that work on different operating platforms such as the web, desktop and mobile, which gives it flexibility and smoothness in use and leaves the freedom of choice to the user.

Target the largest possible segment of users.

❖ One integrated system

An integrated, unified system for managing cleaning services throughout the Kingdom of Saudi Arabia, and for organizing customers, delivery workers, and laundries, and automating services between them from one place, easily.

System features

◆ financial management

Manage payments and amounts due and required, follow up financial matters and statistics for each of customers, delivery workers and laundries, all from behind the screen.

In addition to the possibility of paying and trading money through different platforms.

◆ It provides jobs

The system helps to easily provide job opportunities without the need for difficult experiences or certificates from the job applicant. For example, it is possible to work within the system as a delivery worker who only needs a delivery vehicle to start work. Providing a comfortable and flexible work environment suitable for people with multiple jobs, and to secure more than one source of income

System features



❖ Absolute ease of setup

The system is characterized by absolute ease in use and setup, so that it does not require training in use, and you can start dealing with the system immediately, and it provides easy and convenient user interfaces for navigating between the pages of the system, and this includes all components of the system.

❖ Increase sales and market share

The system helps to increase the sales of laundry services more than traditional marketing, because the services are offered to a larger segment of customers, thus increasing the targeted and affected segment.

System features

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❖ Competition for quality and workmanship

Since the laundries are in one place, the competition between the laundries has increased in terms of the quality of the services provided and the pursuit of customer satisfaction, which raises the level of quality of the services provided at the general level.

❖ Safe and secure system

High protection methods such as encryption, limiting users' access, and others have been adopted to protect users' data from hacking and leakage, especially as the system deals with sensitive data such as personal identity and bank accounts.

System features

❖ Live tracking of service status

Each of the customer, the delivery worker, and the laundry can track the status of the order in question and alert him of its status through notifications, whether the order is in progress, pending, or ready for delivery...etc.

Thus, he will be aware of the stage the order has reached in real time and in one place.

❖ Supports different languages

The system supports four languages to facilitate the use of different nationalities, which are Arabic, Urdu, English and Hindi, and it is possible to switch between languages easily and quickly.

System features

❖ Process management interface

A graphic reporting interface designed to deliver a summary of information using the data within the system in order to facilitate all users and to avoid the need for training and teaching the use of the system.

❖ Delivery workers management

The system manages and organizes delivery workers and ensures the ease of flow of customer orders through them, so that orders are served as quickly as possible, and that the process proceeds in the correct manner.

System features

❖ Laundry management

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The system manages the laundries, their services, and the offers presented on the services by the laundromat owners, from a discount on the order price to offering free delivery of orders, in addition to managing, archiving and organizing orders sent to the laundromat to facilitate dealing with them at any time.

❖ Customer management

The system manages and arranges the services offered to customers by the laundries, in order to facilitate access to the desired service quickly and smoothly, while providing the electronic payment service and viewing the prices of services, delivery commissions and offers applied to the services, in addition to the customer's ability to interact and evaluate the laundries.

system parts

Client :

❖ Login screen

1. Mobile Phone Number
2. password
3. Link to create a new account

❖ Sign up screen

1. user name
2. Mobile Phone Number
3. password
4. City

❖ main screen

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- The available laundries are displayed according to (city or ratings) and are classified as follows:
 1. Looking for a laundromat
 2. Tab favorite laundries
 3. Previously used sinks
- From which a laundry is chosen to request its service.

system parts

Client :

❖ Service request screen

1. Customer location (city, building number, floor number)
 2. Laundry name
 3. Products and services to be applied.
 4. Total order cost (delivery commission + service cost)
- Then the transfer takes place to the electronic payment screen if electronic payment is chosen and not cash.

❖ Online payment screen

1. Cardholder Name
2. Card Number
3. Card Type
4. Expiration Date
5. Security Code
6. Postal Code



system parts

Client :

◆ Notification screen

Types of notifications that may contain:

1. Your laundry order has been accepted
2. Your order has been rejected by the laundromat
3. Your request has been received from the representative
4. Your order has arrived at the laundromat and we'll let you know when it's done
5. Your request has been completed
6. Your request has been successfully delivered (with the possibility of evaluating the laundry and sending feedback)
7. Al Mughassil has offered free delivery on their orders
8. The laundry has discounted % SAR when ordering from this laundry

◆ Settings screen⁺

1. Username, phone number, password can be changed
2. Terms and Conditions
3. system work

system parts

Client :

❖ Order tracking screen

- Displays ongoing orders with order details and status.
- Displays completed orders with their details.

The order can take one of the cases:

1. Awaiting acceptance of the laundry
2. Awaiting delegate approval
3. Received from the client
4. Being brought to the washroom
5. Implementation is underway
6. Underway
7. Ready for delivery
8. Awaiting the approval of the summons from the representative

9. Being brought from the laundromat
10. Being brought to the customer
11. sent delivered handed

- The previous cases go through the order in the event that the customer has specified that the order is taken and returned to him through the delivery workers, but in the event that the order is only taken, then the order does not go through cases 8, 9 and 10.

system parts

Delivery Person (delivery):

◆ Login screen

1. Mobile Phone Number
2. password
3. Link to request to join the system

◆ Sign up screen



1. full name
2. Mobile Phone Number
3. password
4. confirm password
5. A phone number for someone close to you
6. Kinship (relative, friend, sponsor, etc.)
7. Upload identity / passport for non-Saudis
8. Residence address (city)
9. Nationality (Saudi citizen / non-Saudi)
10. The type, color and number of the vehicle
11. Vehicle licenses
12. Agree to the terms and conditions

system parts

Delivery Person(delivery):

◆ main screen

- It contains a button to start and close the work, and from it opens two tabs:
- 1. Pending orders (no representative has worked on them, and they have been approved by Al-Mughassil) with the Receive Order button
- 2. The requests that the delegate is working on
- Requests include order details + target laundry address + delivery commission

◆ Settings and personal information screen



Can be modified:

1. full name
2. Mobile Phone Number
3. password
4. confirm password
5. A phone number for someone close to you
6. Kinship (relative, friend, sponsor, etc.)
7. Residence address (city)
8. The type, color and number of the vehicle

system parts

Delivery Person(delivery):

◆ Statistics screen:

- Commissions received from cash.
- A cumulative chart of the total weekly collections during the month.
- Weekly tally (positive or negative number) Stores the weekly tally for all weeks, when pressing the weekly tally button every week.

◆ log screen

- The number of completed orders for the current week with their commission and the tax value, and it contains the weekly collection button, which is activated to be pressed after every seven days, and from it the commission income is calculated minus receivables for the total requests for the week, (this page is reset after each weekly collection and the collection result is saved until the account is settled between admin and delegate).

system parts

Laundry:

◆ Login screen

1. Mobile Phone Number
2. password
3. Link to request to join the system

◆ Sign up screen

1. The name of the laundry (in the commercial register)
2. Mobile Phone Number
3. password
4. City

◆ main screen



exposure:

- Laundry information from rating, location and phone number.
- Existing laundry services with the possibility of adding a new service.
- Offers provided by the laundry with the possibility of adding new offers
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system parts

Laundry:

◆ Add service screen

1. part type (product)
2. Piece size (heavy / light)
3. The services that can be applied with this widget and the cost of each service.

◆ Add View screen



- Delivery offer:
 1. Determine target customer groups
 2. Determine the duration of the show
- Discount offer:
 1. Determine target customer groups
 2. Determine the duration of the show
 3. Determine the percentage of reduction (percentage)
- These offers are shown to the customers in question.

system parts

Laundry:

❖ Orders screen

The orders sent to the laundry are displayed with the possibility of accepting or rejecting them, and then he can track the status of the order and influence its status.

With the possibility of filtering requests according to a specific case.

❖ Statistics screen



- Daily statistics:
 1. The number of orders delivered
 2. The number of orders in progress to date
- Annual statistics:
 1. Requests completed each month/year.
 2. Amounts of money received every month/year.

system parts

Laundry:

❖ Settings screen

It includes the terms and conditions, the work of the system, the amendment to the laundry data

Can be modified:

1. Laundry name
2. password
3. Mobile Phone Number
4. City
5. Laundry location coordinates.

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system parts

System Administrator (Admin):

❖ Login screen

1. Mobile Phone Number
2. password

❖ main screen

- It contains general statistics:
 1. Completed daily requests (name of delegates with the number of completed requests, name of laundries with the number of completed requests).
 2. payments
 3. Laundry statistics (displays the name of the laundromat, with the number of requests received, the number of completed requests and their total cost, and the number of rejected requests).
- Joining requests:

Requests to join the system as a delivery representative/laundry owner

system parts

System Administrator (Admin):

❖ laundromats screen

exposure:

1. All laundries
2. Requests for free delivery offers submitted by laundries.
3. Accepted bid requests with a cumulative counter for the commission of orders served during the offer period, to be paid by the laundry to the admin after the end of the offer period.

❖ Delivery workers screen

Displays all delivery workers registered in the system with information about them and the ability to search by name.

system parts

System Administrator (Admin):

❖ Earnings calculation screen

It contains two boxes:

1. Earnings account:
It contains commission and tax with a weekly collection button for each representative.
2. Commission and tax:
From which the tax value is set on orders
The commission is set for a distance of 1 km.



system work

❑ Users are classified according to the following categories:

- ★ Bronze -> Silver -> Gold -> Diamond
- ★ The user moves from Bronze to Silver if the value of his orders is greater than 2000 (SAR) or more than 15 orders
- ★ The user moves from Silver to Gold if the value of his orders is greater than 5000 (SAR) or more than 25 orders
- ★ The user moves from gold to diamond if the value of his orders is greater than 10,000 (SAR) or more than 40 orders

❑ The order is counted as heavy volume:

- ★ If it contains at least one heavy product
- ★ If the number of pieces of light products is more than 10
- ★ Otherwise, the order is light

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system work

❑ The work of the system on the part of the delivery person:

- ★ Orders are displayed in the interface of pending orders, which have been accepted by the laundry and not accepted by a representative.
- ★ Each order has a commission paid to the representative related to the distance between the customer and the laundry.
- ★ Each order executed by the representative pays a tax to the admin, and this tax is determined by the admin for all orders.
- ★ At the end of each week, the weekly collection button is activated to calculate receivables and profits between the delegate and the admin.

❑ Earnings calculation for the delivery worker:

- ★ Every seven days (a week) the account is settled between the admin and the delegate. The admin pays the delegate's commission from electronic payments and free delivery offers, and the representative pays the admin the taxes incurred. We subtract the two values to get the weekly collection, and from him, if the collection is positive, the representative receives the collection value. From the admin, and if it is negative, the representative pays the admin the collection value.

System goals

- The system aims to link and network all parts of the Kingdom in one place to facilitate management and follow up on the level of services and work provided to serve the public interest. + •
- Providing many job opportunities with simple conditions and experience, and raising the value of living inputs for workers in this field, from delivery workers to workers in laundries.
- Raise the level and quality of services provided due to the increase in competition between laundries to target and attract customers, and thus strive to provide the best that can be offered.
- Facilitating life and life matters and requesting services for citizens and customers.

How to use

For the customer:

After logging in to the system through the mobile application or website, the system opens to the main screen showing available laundries, with the ability to view laundries by region or ratings. •

The customer chooses a laundry from the previous list, and the laundry page is displayed containing information about it with the services provided and their cost. From here, a service request can be submitted from this laundry, specifying the required services, and specifying the customer's location so that the delivery worker can reach him, in addition to specifying the method of payment, whether electronic or electronic. Cash, and then the request is at the laundry awaiting acceptance or rejection. If it is accepted, it is transferred to the delivery workers to start working on it.

The customer can track the status of his orders, whether they are in progress or ready for delivery, etc., and evaluate these laundries based on the services provided.

The customer takes one of the following classifications according to his purchase activity and his interaction with the system, which are, in order: Bronze, Silver, Gold, Diamond

How to use

For the laundry:

The owner of the laundry submits a request to join the system to be approved or rejected +
by the admin, whether through the mobile or desktop application. •

The laundry adds its services with the products and sets the price for each service, after taking the coordinates of the laundry for at least one time. Free delivery offers can be created for customers and submitted to the admin for approval, or discount offers can be created on the price of the customer's order, or a specific segment of customers concerned with the offer can be identified.

The laundry can accept or reject service requests, track their status, and view statistics on their requests, services, and sales.

How to use

For the delivery person:

The delivery worker submits a request to join the system to be approved or rejected by the admin, via the mobile application.

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When the delivery worker enters the system, he activates the start work button to begin receiving orders to be delivered from the customer to the laundry or vice versa, and these requests are accompanied by the desired commission and the distance between the customer and the laundry, in addition to the type of order, heavy or light, with details of the order and the target laundry, from which it can be confirmed Receiving any order to start working on it and following up on its status.

Every week, the weekly collection button is activated to calculate the due receivables and taxes between the delivery worker and the admin, so that the financial accounts are settled.

In addition, you can see statistics on completed requests and monthly financial collections.

How to use

For the system administrator (admin):

The admin has full powers over the system, such as accepting and rejecting joining requests submitted by delivery workers and laundry owners, and full access to the laundries and delivery workers belonging to the system.

View statistics on laundries and delivery workers in terms of the number of completed orders, paid and received funds.

Accepting or rejecting free delivery offers for laundries, tracking orders during the offer period, and calculating final offer costs.

Calculating the profits, taxes, and commissions due to each delivery worker and to each laundry, with the ability to adjust and modify the values of taxes and commissions easily.

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who are we ?

- stack soft for services and software solutions.
- Contemporary encryption company for technical solutions.
- It is concerned with providing programming services, vocational training and employment, at a high level of professionalism and workmanship.