

# Mobility BRD Document - Scheduled Rides

Version History			
Version	Description	Revision date	Author
1.0	Features, flow, and other requirements for the scheduled rides use case (mobility domain)	10/06/2024	Balaje Rajaraman

## Scope

ONDC is defining specifications for the scheduled rides use-case within the mobility domain. This spec is agnostic of the type of the product (4w, 3w, etc) being offered as part of the service but is focussed on trips that originate and end within the same city/region.

On-Demand Rides	Scheduled Rides	Both Use Cases
Immediate ride booking	Booking is done for a future date and time	User notifications on ride status
Real-time availability of vehicles nearby	Vehicle and Driver can be allocated closer to the beginning of the ride	Real-time updates on driver location and ETA
Immediate confirmation and supply provider information upon booking	Supply provider information can be provided closer to the scheduled time	Product types with price and capacity need to be communicated

In phase 1, the scheduled rides spec from ONDC will cover

- a) Availability and capacity
- b) Pricing information
- c) Booking types and confirmation
- d) Status notifications
- e) Cancellation policy
- f) Payment information
- g) Service area definition
- h) Driver and vehicle information
- i) Real-time updates (eta, driver location)
- j) Review and feedback

## Participants

- **Buyer Apps** are the demand side representatives offering the option to book scheduled rides for their user base
- **Sellers apps** are supply-side representatives who either own inventory or offer an interface to the service provider who is a registered commercial vehicle operator

## Flow

Stage	Process Steps
Registration to the Buyer App	→ Buyer registers and creates an account in the Buyer application (optional in case the Buyer already has an account)
Login to Buyer App	→ Buyer logs in to the Buyer Application:
Product Discovery	→ Buyer determines pickup and drop off location → Communicate booking lead time (for example at least 60 mins) → Communicate important terms and conditions (cancellation terms, flexibility to modify etc) → Buyer determines the date and time for pickup → Price and capacity information is to be provided for all relevant products (hatchback, sedan, suv etc)
Product Selection	→ Buyer selects the desired product based on the capacity and price information provided → Buyer confirms the product selection, price, and mode of payment
Confirmation	→ Seller approves the availability of service for the specified time, pickup location, type of product, and price → Buyer receives a confirmation of his selection along with product type, pickup location, and time
Status Notification	→ Buyer receives status update notifications for the scheduled ride booking → The seller allocates the vehicle and driver to complete the ride request and provides customer information, pickup location, and time to the service provider → Buyer receives driver and vehicle information before a pre-determined duration (120 mins or 90 mins) → Buyer is notified of the expected arrival time of the driver along with ways to track and contact them
Cancellation Policy	→ Communicate terms and conditions for Driver not being assigned post-confirmation by the Seller App

	<ul style="list-style-type: none"> <li>→ Communicate terms and conditions to establish driver or rider no-shows</li> <li>→ Communicate terms and conditions around wait time before pickup</li> </ul>
Payment	<ul style="list-style-type: none"> <li>→ Communicate payment terms, and mode of payment to both the service provider and the rider</li> </ul>
Rating/Feedback	<ul style="list-style-type: none"> <li>→ Rating mechanism for both riders and drivers with an option to provide feedback</li> </ul>