Feature Confirmation

Cargo Shipping Mini Program

E-bikes, motorcycles, and tricycles: online quote, deposit & balance payment
Cars: leave city and phone number for customer-service quote

WeChat Mini Program | Admin Console | End Users

Demo brand “Anda Shipping”; replace with your brand, copy, and prices at launch
October 2026



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Two Shipping Modes

Users either see a price first, or leave contact details first; your team then arranges shipping

E-bike / Motorcycle / Tricycle

1. Select origin and destination
2. See estimated freight immediately
3. Enter pickup & delivery details
4. Pay deposit via WeChat Pay
5. Pay balance online after pickup

Car

1. Select origin and destination cities
2. Enter phone number
3. No price shown, no online payment
4. Submit creates an inquiry ticket
5. Customer service calls and quotes

Who Uses It & Scope

Mini program for user orders; admin console for ops and content

End User	WeChat Mini Program	Quote, claim coupons, manage addresses, place order & pay deposit, pay balance, view orders, write reviews, contact support
Ops	Admin Console	Handle shipping orders and car inquiries, request balance payment, edit prices & coupons, moderate reviews, edit homepage copy, refunds
Admin	Admin Console	Everything ops can do, plus add/disable admin accounts

Out of Scope This Phase

- Driver app, dispatch/bidding, vehicle tracking, and logistics trail
- Invoicing, insurance purchase, and online claims
- Viral sharing, membership tiers, and WeChat Official Account auto-messaging

Homepage Quote

For e-bikes, motorcycles, and tricycles: fixed route price by vehicle + cities

1. Four vehicle types are switchable. Each has its own image and one-line description; admin can edit or unlist.
2. Origin and destination support location, search, or address book. Homepage shows place names.
3. Estimated freight uses a flat rate for “vehicle + origin city + destination city”, then subtracts an available coupon. Detailed street numbers are not used in pricing.
4. Before addresses are selected, show ¥0.00. If the route has no price, hide the number and change the button to Contact Support.

Quoting does not require login. WeChat phone authorization is only needed when tapping Next or submitting a car quote request.

New-user coupons are auto-applied to the estimate; users can switch coupons or opt out.



Cars: Lead Capture Only

No auto quote and no deposit-payment flow

1. Select origin and destination cities only, and enter a phone number. No price is shown.
2. Button is “Get a Quote”. After submit, user is told support will contact them; admin creates an inquiry ticket.

Inquiry statuses: Pending Contact, Contacted, Won, or Invalid.
No deposit flow and no reviews.



Shipping Details & Deposit

Pay a deposit when ordering; pay the balance online after pickup based on actual charges

1. Origin and destination carry over from the homepage and can be edited. Shipper/consignee can come from the address book. Appointment picks a date and time slot; delivery can be station pickup or door delivery—neither adds a surcharge; pickup is always door-to-door.
2. Checking wooden-crate packing only records “needed”. Unit price on the page is display-only and not in this estimate; after pickup it is settled by actual cubic meters into the balance.
3. Quantity multiplies by unit count; one coupon per order. Pay deposit at the bottom (default ¥10, editable in admin). Cancel before pickup for a full deposit refund with no fee.



Order Progress

Statuses are updated manually in admin. Users see them in the order and get WeChat subscribe messages





Awaiting Payment

Deposit unpaid; can pay within 30 minutes, then auto-closes

Awaiting Pickup

Deposit paid. Cancel at this stage refunds deposit

In Transit

Picked up. After ops requests balance, user can pay online; user cannot cancel

Delivered / Completed

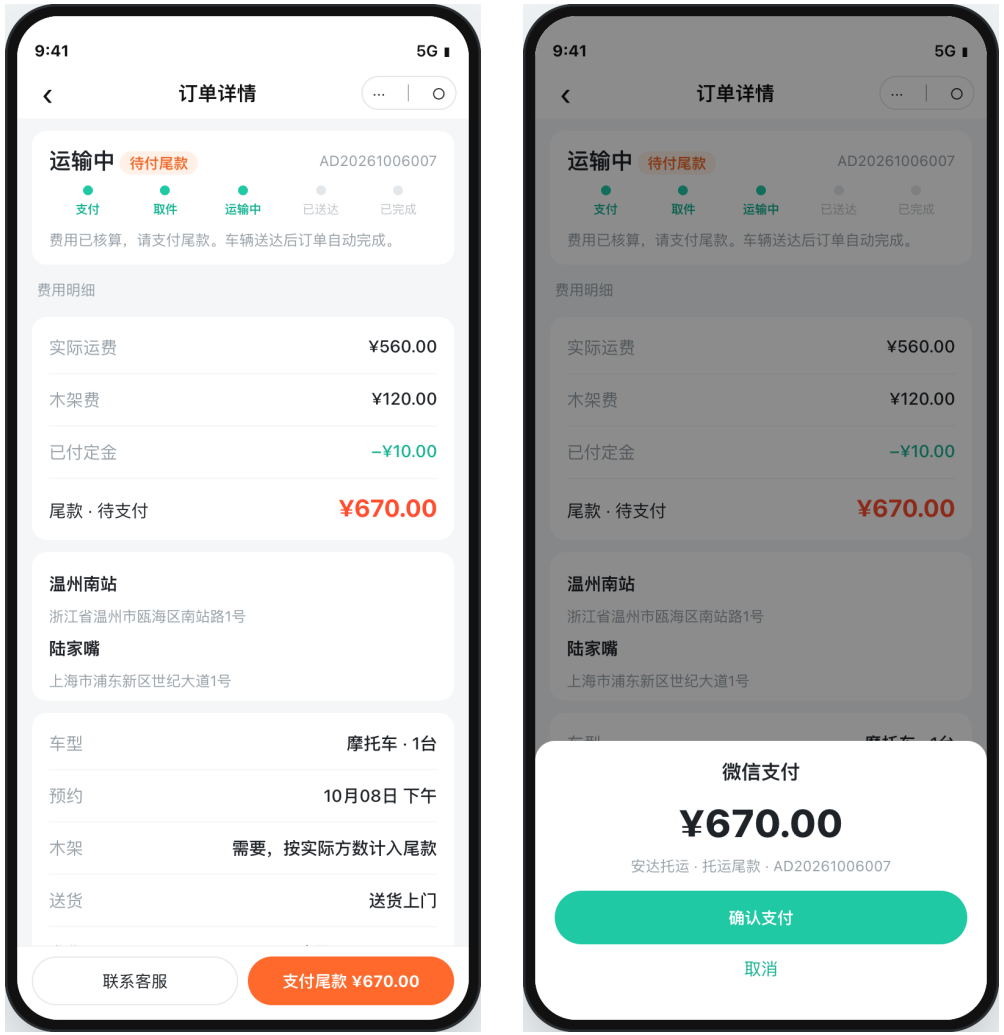
Auto-completes after balance settled and delivery; then user can review

Cancelled

Cancelled by user or ops

Online Balance Payment

After pickup, settle actual charges; user pays via WeChat Pay in the order



1. After pickup, ops enters actual freight, crate fee, and other fees in admin and requests balance. User gets a WeChat notice.

2. Balance = actual freight + crate fee + other fees − coupon − deposit paid. Itemized in the order.

3. Order list and detail both have “Pay Balance” via WeChat Pay. After payment it is settled; order auto-completes on delivery.

4. For cash or in-person QR payment, ops marks “Collected Offline”, which also counts as settled.

Before payment, ops can change amounts and re-request; after payment, amounts cannot change—refunds go original path via support in admin.

Payment Result

Deposit and balance share the same result page



Payment Successful

After deposit, order moves to Awaiting Pickup and notes that balance will be requested after pickup. After balance, shows fees settled.

Payment Cancelled

If deposit unpaid, order stays Awaiting Payment and can retry. If balance unpaid, stays Pending Balance and can pay later.

Cancel Order

Awaiting Payment cancels immediately. Awaiting Pickup cancel refunds deposit and returns unused coupons. After transit starts, support handles in admin.

Coupons, Addresses & Reviews

All entered from “Me”



Coupon Center

Homepage red packet and Me open the same page. Coupons have amount, threshold, validity, and per-user limit. New-user coupons only for those with no completed orders. One coupon per order; no viral sharing.



Address Book

Save contact, phone, place, and street number; add/edit/delete. Usable for quoting and ordering.



Write a Review

One review per completed order: 1–5 stars, text, up to 6 photos. Submitted reviews are moderated; only approved ones appear on the homepage.

Me & Support

Homepage also shows service info, support entry, reviews, and FAQ



Me

Avatar and phone, My Orders, Coupon Center, My Coupons, Address Book, My Reviews, Contact Support, Service Info, FAQ.

Support

Floating button opens WeChat customer service. Homepage can dial a phone, show WeChat QR, and Official Account QR. Phone and images are configured in admin.

Homepage Content

Tagline, vehicle slogans/images, articles, four service promises, user reviews, and FAQ—all maintained in admin, not hard-coded.

Claims

Page shows promises such as “Lost = Compensated”. Actual claims are handled offline by support; no in-app claim form.

Admin: Order Handling

After status changes, users see them immediately in the mini program



Order list aggregates by status; search by order No. and phone.



Awaiting Pickup orders can be cancelled with deposit refund. Internal notes are hidden from users.

Car inquiries have a separate page, not mixed with shipping orders. Ops sees cities and phone, then calls and marks Pending Contact, Contacted, Won, or Invalid.

Awaiting Payment → **Awaiting Pickup** → **In Transit** → **Delivered** → **Completed**

Auto-completes after balance settled and delivered; cannot manually mark Completed if balance unpaid. Cancelled can be by user or ops.

Admin: Request Balance

Enter actual fees on the order page; system calculates balance and notifies the user



1. Only after pickup (In Transit / Delivered). Actual freight defaults to estimated list price and can be edited.

2. Crate fee by actual cubic meters; other fees optional—if filled, reason is required.

3. System subtracts coupon and deposit to get balance due. If zero, marks settled immediately.

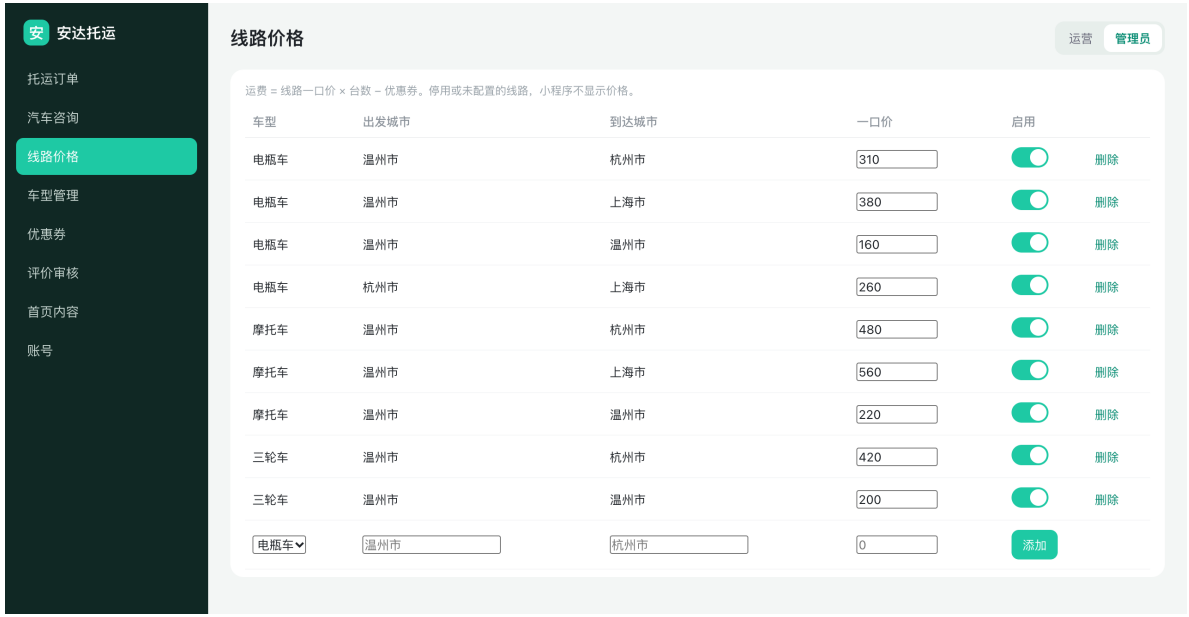
4. Before payment: “Edit Amount”; for cash: “Collected Offline”; paid balances can be refunded original path.

Order list adds a Balance column and Pending Balance count to help ops follow up.

Prices, Coupons & Reviews

All maintained in admin; changes apply in the mini program immediately

Route Prices



Maintain flat rates by vehicle, origin city, and destination city; can disable. Unpriced routes guide users to contact support.

Review Moderation



User reviews land here first. Approve to homepage, or reject/hide, or manually add one.

Other Admin Features

Coupons	Create and disable. Set amount, threshold (none or min spend), validity, total issue count, per-user limit, audience (all or new users only). View claim and usage records.
Vehicles	Name, slogan, image, sort order, list/unlist. Unlisted vehicles disappear from the homepage.
Deposit & Crate Copy	Deposit amount is editable. Crate unit price is display-only; actual crate fee is entered when requesting balance.
Homepage Content	Promo images, articles, service promises, FAQ, support phone, WeChat QR, Official Account info.
Accounts	Admins add ops accounts and disable leavers. Ops cannot see account management.