**Project Description**

**For**

**Mobile Application**

We envision an application available on both iOS and Android platforms that allows suppliers to create individual accounts. Within these accounts, suppliers should have the capability to add, edit, and manage their product listings, including essential details such as price, photos, names, and real-time availability in stock.

Simultaneously, buyers (supermarkets) should be able to create their own accounts, providing pertinent information like store name, location, contact person details, and phone number.

The core functionality of the application should empower buyers to effortlessly search for items based on names or photos. Upon identifying the required items, buyers can proceed to place orders, triggering real-time notifications to the respective suppliers for order fulfilment.

We also emphasize the importance of multilingual support, with language options including English, Arabic, and Kurdish, to cater to our diverse user base.

we need to have bot cash and online payment on the app.

every supermarket needs to register, for registration needs phone address name of supermarket and at least one supporting documents. and we as admin need to approve this registration. in the customer view which is supermarket view in our case we need to have advertisement section and discount section (when supplier add any items in this section it can be seen by all supermarket). it would be great if we have supplier section so if the market needs specific supplier, they can see what they have and by category for example if you go to milk you will get all the kind brand of milk by different supplier. because each supplier sells one brand, we do not have two supplier sell same brand.

The supermarket might place order items from several supplier in one order then in the backend each order to correct supplier for example let’s say 10 items from 3 different suppliers. does the app can handle this and send each item to the supplier who sell those items.

We have around 1000 supplier and 15 000 customers. Each supplier sell different brand (there is no supplier sell the same brand)

There are some other functionality that must be done in the application:

1. Mult supplier order in one order:

The supermarket usually orders several items from several suppliers so they select all their items from different suppliers and when they place order in the backend each order must go to the supplier, and they can accept or reject it because they cannot make an order for each supplier individually.

For example, supermarket order 100 items from 25 different supplier, they choose all 100 items in order, and one click to order all 100 items from all 25 supplier. Because they cannot place 25 orders because those items from 25 different suppliers.

1. Multi items tag, for example each supplier sells any items needs to be tagged to this item in this case when the customer search for any items it must show all the suppliers.

For example:

If we have 50 suppliers’ company which sell rice, the customer when they right RICE in the search bar, it must show them all supplier who sell rice. The order of showing those suppliers must be clear either random or based on who sold more or other way.

1. How show the brand in brand section (randomly or based who sold more items or it can be rearranged in CMS) need to bediscussed.
2. In the categories, for example when I click on the beverage it gives me all the supplier who sells beverage. Again, how this sorting can be managed
3. Having different type for registration of market.

In the beginning of the registration of the market, we need to have options for example market, supermarket, hypermarket and hotels may be there are 10 different types we need to choose that customer from which type.

On the hand the supplier when they publish their items choose which type of customer see this product. (market, supermarket, hyper….) we need to have different prices for the same item from same supplier for example supplier X sell Milk but they sell it to

Market for 100

Supermarket 95

Hypermarket 90

Hotels 105 and so on

When the customer opens the application, they need to choose which section they need to open for example if the customer registered as market he can only open market if he choose supermarket or other type he cannot see anything.

1. When the registration of supermarket approved by admin, then there must be an option to choose if he can see the items from all suppliers or specify which one cannot see the items from specific supplier (there must an option to choose all or untick the supplier in order their items cannot be seen by this supermarket
2. Discounting on one bazaar

Discounting from One bazaar: Lets say we have 25 supplier and each on them has specific discount on any items they want and this will be shown in customer app but if we want attract supermarkets to use our app so we give them for example 2% discount on total amount of what they order

For example If they order by 100 dollar we will make discount of 2 dollar but this 2 dollar must be deducted from our commission from the supplier ( if we have an aggrement with suppler to get 5% from total amount of order after giving this offer to supermarket we will get 3% from supplier this discount must be shown in the supermarket app when they place order "one bazaar discount) and in the invoice to supplier must be deducted from our commission from supplier)

And also that can be done for specific supermarkets for long period ( because they are big and order a lot of items daily)

This project consists of:

* + - The “B2B” platform is a comprehensive mobile app (IOS and Android) for Supermarkets to easily order products/items from Suppliers. The platform will utilize advanced geo-location technology to manage orders.
    - The primary objective of the solution is to provide supermarkets with a seamless and convenient way to access their products/items, while also helping suppliers increase their sales through a digital platform. The supermarket can explore the supplier to get the products or directly explore the products. Suppliers will have the ability to offer a variety of products/items and discounts through a platform, which will be reviewed and approved by the admin. The supermarket is responsible for the manual status update of the order. The delivery will be managed by the supermarket itself.
    - In addition, the solution will include an admin panel to manage all aspects of the platform, including monitoring data and actions and providing assistance to supermarkets and suppliers in case of any issues or concerns.

**Overall, the proposed solution will offer a state-of-the-art platform that connects supermarkets with their product needs and helps suppliers increase their sales through a digital platform.**

### Target Audience

Ideally, the proposed application is aimed at supermarkets that frequently buy products from suppliers and want to order them online. The app aims to cater to two distinct target audiences:

* Businesses who desire a hassle-free ordering experience ONLINE.
* Suppliers who act as distributors of the platform to increase the number of orders and supermarkets visiting their establishments.

The app will allow supermarkets to view the products of the supplier or they can directly browse the products and place orders online. The design of the application is specified

and includes online payment and cash-on-delivery (COD) payment methods, as per the requirement.

### Key Users & Deliverables

* + - **Supermarket Mobile Applications:** The end users who will be placing the order request
    - **Suppliers/Merchant Panel & App:** A merchant is a person who is interested in getting registered on the platform to offer their products for online ordering. They can manage their store details, product inventory, and orders through the merchant dashboard. They can also view their sales and commissions, accept and reject orders, process refunds, and manage their store details.
    - **Admin Web Panel:** The admin is the owner of the platform and is responsible for managing the overall operations and functioning of the platform. They can manage the platform and its features, facilitate merchant registration, manage the payment gateway, and provide customer support.

### Supportive Language

* + - English
    - Arabic
    - Kurdish

### Technology Stack

Native and react native programming language

## Section 1: Project Scope

#### Supermarket Users Mobile Application(Android & IOS)

##### 1.1.1 Signup/Login

* + - * **Splash Screen:** The splash screen stays only for a few seconds while performing the loading process before the user gets into the application.
      * **Signup/ Registration For Business:** the user will be able to input the personal information as below
        + First Name
        + Last Name
        + Store Name
        + Location Manually or on the map( both)
        + Mobile number
        + Email Address (optional)
        + Enter your Password.
        + Upload at least one document (ID, Driving license, etc)
        + Enter the Referral Code(if any)
        + Agree to Terms and conditions
        + Once the user clicks on confirm, the verification code/link will be sent to the phone number/email address.

**\*Note: The details will get submitted to the admin for the approval process of the supermarket.**

* + - * **Login:**
        + **Login via Mobile number:** Users will have to enter the mobile number with a country code where an OTP verification code will be sent and users need to enter the same.
        + **Login:** Users will have the ability to log in via their mobile number and OTP.
      * **Forgot password**
        + Enter OTP received via SMS to reset password.

Or

* + - * + Reset Password Link sent on Email address

##### Home Page

Once the user fills in the information, they will be redirected to the homepage where they will explore each section that is stated below.

* + - 1. **Homescreen**
         1. **Location/Area/City Selection**

The user will enable/disable the location for the location.

The user can select their location, area, or city to see the available merchants and items offered by them. A Google map view feature will be provided to locate precise locations.

* + - * 1. **Search Section**

The platform also provides an easy text search option to search from a huge list of merchants and their products.

The user will get the results once they search by name of the merchant, article, product category, etc.

The list of the respective articles will be displayed with the

Name of the merchant/store where the products will be available

Image of the merchant

The user will be able to explore more about the merchant and its products.

* + - * 1. **Offers/Banners:** The platform displays various banners to promote the brand itself or specific merchants or products offered by them. Multiple types of information can be displayed through these banners:

Displaying information about brands or merchants

Making customers aware of recent deals and discounts being offered by brands or merchants.

**Note: the creation of offers or any kind of banner or promotion shall be the**

**Client/Super admin's responsibility only.**

**To showcase the offers. The Superadmin can only post the offer banners on the platform. The supplier can contact the admin to showcase their banner to the platform or the admin can add the banner by their own choice.**

**For clarifications: The supplier only adds the offer discount to their products while adding to the platform.**

* **Area-wise Popular Merchants**: The platform has the capability to showcase popular merchants based on the user's selected area.
  + - * 1. **Quick Links for easy browsing**: The platform provides the option to configure multiple quick links and tag them to merchants for easy browsing.

The user will be able to view the different categories.

Once the user clicks on a category, the list of the stores will be displayed.

Name of the Supplier/merchant

Logo/Image of the Supplier/merchant

Location of the Supplier/merchant

Ratings

Distance

* + - * 1. **Filters to Refine Merchants:** The platform may provide filters to refine the merchant's list based on various criteria such as

Sort by Price: Low to High

Sort by Price: High to Low

Discount

* + - * 1. **Nearby Merchants with Ratings:** The platform may display a list of nearby merchants along with their average ratings given by customers to help the user make an informed decision.

Name of the Merchant/store

Logo/Image of the store/merchant

Location of the store

Ratings

Distance

Average Delivery time

* + - 1. **Footer Navigation Menu:** The platform provides a footer navigation menu to switch between different screens or sections of the app.
         1. Offers
         2. My Orders
         3. Cart
      2. **Left Navigation Menu:** The platform provides a left navigation menu to switch between different screens or sections of the app.
         1. Home
         2. My profile
         3. My Orders
         4. My Addresses
         5. Loyalty Points
         6. My cart
         7. Refer & Earn
         8. Informative Pages

About Us

Contact us

Supplier/merchant Registration

Terms and Conditions

Privacy Policy

Refund Policy

FAQ

* + - * 1. Logout

##### Explore Supplier/Merchant

* + - 1. **Merchant Information:** The user can view the information of the selected merchants. This can help the user make an informed decision while placing their order**.**
         1. Name of the Merchant
         2. Cover Image of the merchant
         3. Rating of the Merchant
         4. Categories
         5. Search Option to find the items/products in the stores.
      2. **Browse Merchant’s Products:** After selecting a merchant, the user can browse through a list of multiple product categories offered by the merchant and can see all the available products items under each category
         1. Name of the Products
         2. Multiple Images of the products
         3. Description
         4. View Product Stock

In Stock

Out of Stock

* + - * 1. Base Amount
        2. Discounted Amount
        3. Product Details
        4. Ability to share the products via other apps
        5. View product categories offered by the merchant
        6. Tags
        7. Add to Cart Option
      1. **Add Products in Cart:** The user can add multiple products to their cart by selecting the items they want to order from different vendors or suppliers.
         1. Ability to view/delete the list of added items
         2. Increase/decrease the quantity of the item
         3. Ability to clear the cart
         4. Proceed to place the order

##### Checkout Section

* + - 1. **View products**

The supermarket can order different items from different suppliers (from multiple vendors) and add all to the card and make one order for all of them. Then in the backend, each product must go to the correct supplier).

* + - 1. **Select Address:**

As part of the order process, users will be asked to choose a delivery address from the list of addresses they've already saved.

The platform uses Google's location services to pin the user's delivery address on a map, making it easier for the user to locate the address.

* + - 1. **Delivery TYPE**
         1. Instant
         2. Schedule

Select Date and time

* + - 1. **View Tax & Charges:** the charges bifurcation will be displayed
         1. Delivery charges
         2. Discount
         3. Items Price
         4. MRP/Base Price
         5. Cart Discount
         6. Sub Total
      2. **Apply Coupon Code:** the user will enter the coupon code at this section. If the coupon is valid, the discounted amount will be reflected in the changes section otherwise it will give error messages.
      3. **Redeem Loyalty Points:**
         1. View Points Balance
         2. Ability to apply the points
      4. **Special Instructions/Add Comments**

The platform allows users to add special instructions for merchants ( merchant owners ) related to packaging, etc.

* + - 1. **Payments:** The user can select the payment method they prefer to use to pay for their order. Our platform provides multiple payment options:
         1. **Cash on Delivery (COD):** The user can opt for cash on delivery (COD), where they can pay for their order in cash to the supplier’s delivery person when the order is delivered.
         2. **Card Payment ( Payment Gateway):** The user can pay using their debit or credit card through payment gateways. These gateways are secure payment solutions that support various card brands and allow users to make payments online.

##### Order Management

* + - 1. **View Order History:** The user can view the details of the orders. This feature allows users to see a complete history of their orders and rate their past purchases.
         1. Delivery Address
         2. Order Status: this status will be manually updated by the Supplier only to make the supermarket engaged of their order status

Order Placed

Order confirmed/rejected

Order Shipped

Order Delivered

* + - * 1. Amount
      1. **Cancel Order:** The user can cancel an order if they no longer want the items they ordered. This feature allows users to change their minds and cancel an order before it is delivered. Some restrictions may apply, such as time limits for canceling an order or specific conditions that must be met to cancel an order. In case of cancellation, a refund will be issued to the customer.
      2. **Rating**: The user will be able to rate the
         1. Products
      3. **Reorder:** The user will be able to check the reorder option from the last order in case the market needs to order the same items (or changing quantity ) for the next order to avoid searching and selecting all items again and again.

##### Offers & Discounts

* + - 1. **View Offers & Discounts**

The platform provides a provision for users to view multiple offers and discounts offered by brands or merchants along with their details.

* + - 1. **Banners, T&C, Validity & Eligibility**

The platform displays banners with the terms and conditions, validity, and eligibility criteria for the offers.

* + - 1. **Coupon Codes to Redeem Offers**

The user may have the option to redeem offers using coupon codes and enjoy lucrative discounts on their orders.

* + - 1. **Apply Coupon**

Platform will provide users with an option to view a list of offers and apply coupons as per their choice before making a final payment. Details for coupon discounts will be displayed in the final bill summary section.

##### Loyalty Programs

* + - 1. **View Loyalty Points**
         1. Loyalty points are rewards given to customers for their loyalty and repeat business.
         2. The user can view the loyalty points they have earned by making purchases on the platform.
      2. **Convert Points into Coupons**

The user may have the option to convert their loyalty points into coupons. These coupons can then be used to redeem discounts on future purchases. The conversion process may be automated, and the user may be able to select the number of points they want to convert. The platform may also specify the minimum number of points required to be eligible for a coupon.

##### Referrals & Rewards

* + - 1. **View & Share Referral Code**

The user can view and access their unique referral code and referral link, which they can share with others to invite them to the platform. The referral code and link are used to track referrals and reward users for making successful referrals. These can be shared via social media, instant messaging platforms, or email.

* + - 1. **Available/Active Referral Coupons**

The user can view any available or active referral coupons that they can use for discounts on future purchases. These coupons may be rewards for making successful referrals or for being referred by another user. The user can view the details of the referral coupons, such as the discount amount, validity, and terms and conditions for using the coupon. The platform may also show the user the status of their referral coupons, such as whether they are active or have been redeemed.

##### My Profile/Account Management

* + - 1. **Profile Management:** The user can manage(Update/delete) their personal information such as
         1. Edit First Name
         2. Edit your Last Name
         3. Edit Supplier Name
         4. Edit location.
         5. Edit Mobile Number
         6. Edit Email Address
         7. Updating documents
         8. Click on ‘Save’ to save the changes made
      2. **Notification Setting**: the user will be able to make notification settings
         1. Turn OFF
         2. Turn ON

##### Wallet Management

* + - 1. **Wallet Refunds**

The user can view all the refunds received in their wallet, which are received due to order or product cancellation by merchants.

* + - 1. **Pay with Refund Wallet Amount**

The user can pay for their next order using the wallet refund amount along with using other payment methods.

##### Feedback/Rating Products

* + - 1. **Feedback for Delivered Orders**

The user can provide feedback on the products they ordered by sharing ratings. This feature allows users to share their experiences and provide valuable feedback to the platform and other customers.

* + - 1. **Feedback for Merchants**

The user can evaluate the merchants they ordered from by sharing their feedback. This feature allows users to provide feedback on the quality of products, and overall experience of the merchant.

##### Supplier/Merchant Registration

* + - 1. The user will be able to send a request message if the user wants to be a vendor.
      2. The details will be sent to the admin that includes
         1. Store Name
         2. Store Address
         3. Name
         4. Email address
         5. Additional details
         6. Phone number
         7. Business type

##### Address Management

* + - 1. **Saved Addresses**

Platform will provide users with a feature to view a list of all previously saved addresses in

the application with an option to directly manage( edit /delete) them from the application.

* + - 1. **Add New Address**

The user can add a new address to their account by providing the necessary details. The platform uses Google's location services to pin the user's address on a map, making it easier for the user to locate their address.

* + - 1. **Label Addresses with Headings**

The user can label their addresses with various headings such as "home", "office", "friend's house", etc. to easily identify them.

* + - 1. **Set Default Address**

The user can label their addresses with various headings such as "home", "office", "friend's house", etc. to easily identify them.

* + - 1. **Delete Address**

Users can delete any address from their list of already saved addresses if they no longer need it.

##### Informative Pages

* + - 1. **Share App**

Feature to share platform applications with your friends, family, and other people via multiple social media platforms and communication channels provided.

* + - 1. **About Brand/Platform**

The user can access information about the brand or platform, including its history, mission, and values. This section provides a general overview of the platform and helps users understand the company behind it.

* + - 1. **Terms & Conditions**

The user can view the terms and conditions for using the platform. This section outlines the rules and guidelines for using the platform and explains the rights and responsibilities of both the user and the platform.

* + - 1. **Privacy Policy**

The user can access the platform's privacy policy, which outlines how the platform

collects, uses, and protects user data. This section explains what personal information is collected, how it is used, and how users can control their data.

* + - 1. **Contact Information**

The user can access the platform's contact information, including its phone number, email address, and physical address. This section provides users with multiple ways to reach the platform for support or to ask questions.

* Enter Full Name
* Enter Email Address
* Write Message
* Click “Send” to submit the inquiry from the mobile app
  + - 1. **FAQs**

The user can access a list of frequently asked questions (FAQs) related to the platform and its features. The FAQs section provides answers to common questions and helps users quickly find the information they need.

* + - 1. **Shipping Policy**

The user can access the platform's shipping policy.

* + - 1. **Refund Policy**

The user can access the platform's refund policy.

* + - 1. **Logout**

#### Supplier/Merchant – Web-based Admin Panel and Mobile app

**Note: Suppliers will have to register if they wish to access the Supplier-related features in the Mobile Application.**

##### Registration/ Login

* + - 1. **Splash Screen:** The splash screen stays only for a few seconds while performing the loading process before the user gets into the application.
      2. **Signup/ Registration For Business:** The user will be able to input the personal & professional information as below
         1. Professional Details

Enter Brand name

Enter REGISTERED COMPANY Name

Enter Supplier Address: Type location manually or on the map (both options)

* + - * 1. Supplier Details

Full Name

Mobile number

Birth-date

Email Address

Enter a strong, secure password

Photo ID image

* + - * 1. Upload Necessary documents before accessing the Mobile app

Upload Supplier related documents.

* + - * 1. Upload of documents
        2. Agree on Terms and conditions
        3. Once the user clicks on confirm, the verification code/link will be sent on the phone number/email address.

**Note: Profile Under Verification till Admin verifies uploaded documents. Profile GO- live after verification.**

* + - 1. **Login:**
         1. **Login via Mobile number:** Users will have to enter the mobile number with a country code where an OTP verification code will be sent and users need to enter the same.
         2. **Login:** Users will have the ability to log in via their mobile number and OTP.
      2. **Forget & Reset Password**

In case the user forgets their password, they can reset it using the "Forgot Password" feature. This feature will either send a password reset link to the user's registered email address or allow the user to reset the password using OTP sent to their mobile number.

##### HomeScreen

* + - 1. **Toggle Button:** enable/disable the toggle button
      2. **Dashboard:** On the dashboard, the details would be highlighted
         1. Overview

Total Amount of Orders

Total Sale

Total Customers

Total Products

* + - * 1. Recent Orders list
        2. Manage Orders
        3. Manage Products
        4. My Account
        5. Logout

##### Product & Inventory Management

* + - 1. **Add Category and sub-category:** Merchants will have the ability to add/edit/delete the category and subcategory.
         1. Category Name
         2. Image of the Category
         3. Add subcategory

Name

Image

* + - 1. **Add Products and variants:** Merchants will have the ability to add/edit/delete their products and multiple variants of the same product.
         1. Image of Product
         2. Category
         3. Sub-category
         4. Product Name
         5. Description
         6. Tags

Add tags

* + - * 1. Variant

Sort

SKU

Weight/Units

Unit

MRP

Discount

Price

* + - 1. **Set threshold**

The merchant can set the threshold for each product so that the platform will notify the merchant when the stock is running low. This helps the merchant to manage their inventory efficiently.

* + - 1. **Add Discounts**

The supplier will be able to upload items that have a discount and then it will appear on the discount section (offer tab) in the supermarket app and the supermarket users will receive notifications for the same.

* + - 1. **Share products**

The merchant can share the product information with other merchants or any other person in their contact list to help increase visibility and sales.

* + - 1. **Manage products**

Merchants can easily enable, disable, delete, or edit product information as per their requirements.

* + - 1. **View product feedback shared**

The merchants can view the feedback for their products given by the customers, which helps the merchant to improve the quality of the product and customer satisfaction.

* + - 1. **Out-of-stock products**

The platform will inform the merchant about the out-of-stock products so that the merchant can take necessary action to make the product available again.

##### Order Management

* + - 1. **Type of Order**
         1. All Orders
         2. Pending Orders
         3. Accepted Orders
         4. Delivered Orders
         5. Canceled Orders
         6. Others
      2. **Order Details:** This feature allows the merchant to view all the orders placed on the platform.
         1. Customer Details
         2. Order number
         3. Items ordered
         4. Order status
         5. Type of Order

Instant OR

Scheduled

* + - * 1. Amount Details
      1. **Invoice:** This feature allows the merchant to view and download the invoice for each order. The invoice will contain all the details of the order.
      2. **Accept & Reject Orders**

This feature allows the merchant to accept or reject orders placed on the platform. If the merchant accepts an order, it will be processed for delivery. If the merchant rejects an order, the customer will be notified, the order will be canceled and a refund will be issued with reason.

* + - 1. **Invoice**

The invoice must be printable, providing an option to include the supplier's information.

**Note: 3rd party printer will be integrated with the system**

* + - 1. **Process Refunds**

This feature allows the merchant to process refunds for orders that are canceled by customers. The merchant can process the refund by transferring the amount back to the customer's account.

* + - 1. **Customer Details**

This feature allows the merchant to view the details of the customer who placed the order, the delivery address, and the order details.

* + - 1. **Change Order Status**

This feature allows the merchant to change the status of an order. For example, if an order is in the process of being delivered, the merchant can change the status to "delivered".

##### Store Management

* + - 1. **Store Details**

The store details section allows the merchant to manage basic information about the store such as store name, description, location, physical address, and contact number.

* + - 1. **Opening Hours & Days**

The opening hours and days section allows the merchant to set the store's operating hours and specify the days of the week the store is open for business.

* + - 1. **Processing Time**

The processing time section allows the merchant to set the estimated time it takes to pack an order once it has been received.

* + - 1. **View Store Ratings**

The view store ratings section allows the merchant to see the ratings given to the store by customers.

* + - 1. **Tax Rates**

The tax rates section allows the merchant to set the tax rate applied to sales made through the platform, either inclusive or exclusive of the product's listed price.

* + - 1. **Banner Management**

The banner management section allows the merchant to upload a banner image to be displayed on the store's page.

* + - 1. **Logo Management**

The logo management section allows the merchant to upload and manage the store's logo.

* + - 1. **Personal details**

This section allows the merchant to manage their details. It includes fields such as name, email address, contact number, etc. The merchant can update their details in this section, ensuring that their information is accurate and up-to-date. This will help the platform and its customers to better understand the merchants and provide a personalized experience.

##### Commissions & Payouts

* + - 1. **Commission & Payouts History**

This section of the Merchant Dashboard provides an overview of all the past payouts made to the merchant and the corresponding commissions earned. It includes the date, amount, and status of each payout.

* + - 1. **Outstanding Amount**

This section shows the outstanding amount, which is the total amount of commissions earned but not yet paid out to the merchant.

##### Bulk Features

* + - 1. **Import/Export Product Information**

This feature allows the merchants to import a large amount of product information in bulk into their store inventory and also export existing product information from their inventory. This saves time and effort as compared to manually adding each product one by one.

The import process can be done through an Excel sheet or a CSV file, which contains all the required details of the products such as name, description, images, price, and other relevant information. The exported products can be used for backup purposes or for transferring the data to another platform.

* + - 1. **Export Order Information**

This feature enables merchants to export a list of all their received orders in bulk. This can be done through an Excel sheet or a CSV file, which contains all the necessary information about the orders such as order number, customer details, order status, and other relevant data. The exported order data can be used for various purposes like tracking sales, analyzing customer behavior, and generating reports.

##### Raise query or complaint

In case of an issue or query, merchants can submit a query to the brand admin, highlighting the details of the issue. There is also the option to add an image.

Additionally, the option to contact the brand admin will also be provided.

##### Reports

* + - 1. **Orders Report**

This report provides a comprehensive overview of all the orders placed on the platform, including the number of orders, the revenue generated from each order, and the customer information. This report can be filtered by date range, order status, and payment method to get a more targeted view.

* + - 1. **Payouts Report**

This report provides detailed information about the payouts made to merchants, including the date, amount, and payment method used. This report can be filtered by date range, merchant, and payment status to get a more targeted view.

##### Customer Management

This feature in the merchant dashboard allows the merchant to see and access information about their customers. This information can include the customer's name, contact information, order history, and any other relevant details that the merchant may need to know. With this feature, merchants can easily manage and keep track of their customers, ensuring a smooth and seamless customer experience. This can help improve customer satisfaction and loyalty, and provide valuable insights for the merchant's business.

**Note**: *Features like store management, commissions & payouts, reports, and bulk import/export can be managed from the web panel only*

##### Login/Access Management

This feature allows the supplier to manage the access of different teams such as the CRM team, updating products and approving or rejecting order, finance team, Product/Strategy team, etc. The supplier can assign roles, and permissions and limit the access to sensitive information for each team member. This helps to maintain the confidentiality and security of the data.

##### Profile Management

* + - 1. Updates or changes Personal Details
      2. Updates or changes Bank details
         1. Bank Name
         2. Account Number
         3. Name
         4. IFSC or Swift code
         5. Account type
      3. Turn On/OFF Alarm

##### Logout

#### Brand - Super Admin Web Panel

##### Login

* + - 1. **Login with an email address and password**

The Super Admin can log in to the web-based admin panel using their registered email address and password.

* + - 1. **Option to reset password with forgot password feature**

In case the Super Admin forgets their password, they can easily reset it using the forgot password feature. The feature will prompt the Super Admin to enter their registered email address. A password reset link will be sent to the user's registered email address This feature ensures that the Super Admin can easily access the admin panel even if they have forgotten their password.

##### Dashboard

The super admin dashboard provides an overview of the daily, weekly, and monthly

orders, sales, unique customers, and commissions earned by the platform. This helps the super admin track the performance of the platform and take necessary actions if needed.

Additionally, he can also view a graphical representation of the revenue generated by the platform over a specific period. This helps in identifying trends and patterns in the revenue generated and making informed decisions based on that.

##### Supplier Management

* + - 1. **Onboard New Supplier:** The super admin will have the ability to onboard new Supplier to the platform.
         1. This process will involve collecting the necessary information

Supplier Details

Supplier name

Email

Password

Phone number

Address

Location

Etc.

* COMMISSION: Select the commission type
  + Fixed Amount
    - Enter Value
  + Percentage commission
    - Enter Percentage
* TAGS: Add/remove tags
* CATEGORY SETTING: Add/remove category
* **View List of Suppliers**

The super admin will be able to view a list of all Suppliers that are registered with the platform. The list will include the Supplier name, location, and status (active or inactive).

* **Manage Supplier**

The super admin will be able to perform various actions on the list of Supplier, including editing the Supplier information, viewing the Supplier details, activating or deactivating the Supplier, and deleting the Supplier.

* **View Orders of Specific Suppliers**

The super admin will be able to view all orders placed for a specific Supplier. This information will include the order number, customer name, delivery address, order value, and status.

* **Search & Filter Supplier**

The super admin will be able to search for and filter Supplier based on various criteria such as merchant name, location, and status.

* **Tag Quick Links with Supplier**

The super admin will be able to tag quick links with the Supplier, making it easier for customers to access popular Supplier and their products.

##### Supermarket Management

* + - 1. **Edit/View supermarket Details**

The super admin can edit or view the details of a supermarket, such as a name, address, contact information, and order history. This feature will help the super admin manage customer information and monitor customer activity. They will be able to view the documents.

* + - 1. **Search**

The super admin can search for the supermarket in the search section.

* + - 1. **Block/Unblock Customer**

The super admin can block or unblock a supermarket account. Blocking a supermarket account will restrict the customer from accessing the platform, while unblocking will allow the supermarket to use the platform again.

* + - 1. **Export the Supermarket Details**

##### Product Management

* + - 1. **Create New Category & Subcategory**

Super Admin can create new categories and subcategories for products, with the option to add images for better representation.

* + - 1. **Manage Categories & Subcategories**

Super Admin can manage categories and subcategories, including editing, disabling, and deleting them.

* + - 1. **Add Products & Variants**

Super Admin can add new products with variants, along with images, descriptions, and discounts. They can also switch between stores to manage products.

* + - 1. **Share Products**

The Super Admin can share products between different stores.

* + - 1. **Manage Products**

Super Admin can enable, disable, delete, and edit products.

* + - 1. **Bulk Import & Export Product details**

Super Admin can bulk import and export products, making it easier to manage the products.

##### Campaign Manager

* + - 1. **Discount Coupons**

The Super Admin can create two types of discount coupons - flat discount and percentage discount. In a flat discount coupon, a specific amount is reduced from the total order value, while in a percentage discount coupon, a certain percentage of the total order value is reduced.

* + - 1. **Limits on order amount**

The Super Admin can set a minimum order value, below which the discount coupon cannot be applied. This feature helps in controlling the abuse of discount coupons.

* + - 1. **Maximum discount**

The Super Admin can also set a maximum discount limit, beyond which the coupon cannot offer any additional discount. This helps in controlling the discount amounts being offered and ensures profitability for the platform.

##### Loyalty Program

* + - 1. **Accumulation Rules on Order Amount**

The super admin can set rules for the accumulation of loyalty points for customers based on their order amount. This means that the customers will earn loyalty points for every order they make on the platform, and the accumulation of these points will depend on the order amount. The super admin can set different accumulation rules for different order amounts, which can be viewed and managed through the loyalty program section of the super admin panel.

* + - 1. **Redemption Rules & Coupon Amount**

The super admin can set redemption rules for the loyalty points earned by the customers. The redemption rules determine how customers can use their loyalty points to get discounts or rewards. The super admin can create different coupon amounts that can be redeemed by the customers using their loyalty points. The coupon amounts can be set in terms of money or discounts. The super admin can also set different redemption rules for different coupon amounts, which can be viewed and managed through the loyalty program section of the super admin panel.

##### Refer and Earn

* + - 1. **Rules for refer & earn**

The Super Admin can customize and set these rules according to their preferences, ensuring that both parties are incentivized to participate in the referral program. This can lead to increased brand awareness and customer acquisition, helping the platform to grow and succeed.

##### Orders Management

* + - 1. **Order Acceptance/Rejection**

For any orders initiated by a supermarket, approval is required. Once the admin approves the order, subsequently, notifications will be sent to the supplier. After the supplier approves or rejects the order, notifications will be dispatched to both the supermarket and the admin. Additionally, there should be an option to grant specific suppliers the authority to directly approve or reject orders without our explicit approval or refusal. Nevertheless, both the supermarket and the admin must still receive notifications in such cases.

* + - 1. **Order Listing**

The super admin will be able to view a list of all the orders placed through the platform.

This will show the order ID, date and time of the order, status of the order, customer details, merchant details, and order value.

* + - 1. **Change Order Status**

The super admin will have the authority to change the status of the order. This could be updating the status from “Placed” or “Ready for delivery”. The super admin will also be able to change the status to “Delivered” and “Canceled”.

* + - 1. **View Order Details**

The super admin will be able to view the complete details of a specific order by clicking on it. This will include the customer details, merchant details, items in the order, payment information, delivery information, and the order value.

##### Commission management

* + - 1. **Commission management for merchants**

The Super Admin can view and edit the commission set for each merchant. They can view the commission earned by each merchant and make changes to the commission if necessary. This can help ensure that the commission structure is fair and in line with the business needs.

##### Reports & Analytics

This feature enables the user to download reports that provide an overview of the performance of the platform. The report provides insights into various aspects of the platform such as orders, sales, unique customers, commission, top-selling products, top merchants, top revenue-generating areas, refunds processed, etc. The user can download the report in a specified format for further analysis.

##### Login/Access Management

This feature allows the super admin to manage the access of different teams such as the CRM team, sales team, marketing team, finance team, Product/Strategy team, etc. The super admin can assign roles, and permissions and limit the access to sensitive information for each team member. This helps to maintain the confidentiality and security of the data.

##### Features Settings

* + - 1. **Stock management**

The super admin can choose to enable or disable the stock management feature. This determines if the system should keep track of the available stock levels of products or not.

* + - 1. **Loyalty points**

The super admin can choose to enable or disable the loyalty points feature for customers. If enabled, customers can earn and redeem loyalty points for their purchases.

* + - 1. **Default product sorting on customer web & mobile app**

The super admin can set the default sorting criteria for products displayed on the customer's web and mobile app. This includes sorting products based on popularity, latest arrivals, and other criteria.

##### Content Management System

* + - 1. **Banner Management**

Super admin can upload and manage banners on the platform which will be displayed on the home page or any other specific pages of the mobile app. They can change, delete or upload new banners as per their requirement.

* + - 1. **About Us**

Super admin can manage the About Us section of the mobile app which includes information about the company, its history, mission, vision, and values. They can edit, update or delete this information as per their requirement.

* + - 1. **Privacy Policy**

Super admin can manage the Privacy Policy section of the mobile app which includes information about the privacy policy of the company and how it handles personal information of its customers. They can edit, update or delete this information as per their requirement.

* + - 1. **T&C**

Super admin can manage the Terms & Conditions section of the mobile app which includes information about the terms and conditions of using the platform. They can edit, update or delete this information as per their requirement.

* + - 1. **Logo**

Super admin can manage the logo of the company which will be displayed on the mobile app. They can upload, change or delete the logo as per their requirement.

* + - 1. **Store details management**

Super admin can manage the store details section of the mobile app which includes information about the stores like address, contact details, working hours, etc. They can edit, update or delete this information as per their requirement.

* + - 1. **Link social media pages**

Super admin can link the social media pages of the company with the mobile app. They can add, edit or delete the links as per their requirement.

##### Payment/commission Settings & Reports

This feature allows the super admin to view and access reports related to the payment and commission activities on the platform. The reports may include information such as payment transactions, commission breakdown, payment history, etc. This information can be useful for analyzing the financial performance of the platform and making data-driven decisions for future growth.

##### Logout

## Section 2: Third-Party APIs (to be provided by Client)

The following third-party APIs/SDKs are to be integrated with the platform at the time of development. Each API will be provided by the client at the time of development.

* SMS/Email gateway API
* Google Maps API
* Payment gateway API
* Developer Accounts (Google Play Store & Apple App Store)
* Server
* Domain

The mentioned APIs to be integrated with the platform and suggestive APIs will be integrated which will be purchased by the client from a third-party service provider. The mentioned APIs are the mandatory APIs for platform development as multiple features are dependent upon the API integration. In case the client fails to provide the required API, the timeline of the project will be increased accordingly.

The client will be providing the Play Store/App Store developer accounts for the testing and deployment of the platform over the respective stores.

The running cloud server will be provided by the client. The recommended cloud server AWS - https://aws.amazon.com/

# Section 3: Delivery time

The client must pay the invoice depends on what are agreed on .

The company must deliver the application after ….. weeks on the signing contract. For every day delay in diver the application ….. amount will be deducted from the total amount

….. months of full support after the application go live.

The company must send all the source code after the project finish

The company will not share this app in their website and other client.

# Section 4: future work

1. Adding delivery driver application in future
2. Integration inventory system in our app with supplier inventory system.
3. Adding chat between supplier and supermarket.
4. The support and maintenance after free support finish.

# Section 5: Agreement

This Development Agreement is entered on ……. 2024 between the following parties

##### AGREED TO AGREED TO

Date: 11.02.2024

By:

Authorized Signature

Date:

By:

Authorized Signature