

Growcer MV Application Features



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Contents

Introduction	3
Business Revenue Model	3
User Types	3
Features Covered in Scope of Work for Web Application	4
Web Application Buyer Features	4
Web Application Seller Features	8
Web Application Delivery Staff Features	12
Web Application Admin Features	13
Mobile Application Delivery Staff Features	17
Email Notifications	18
APP & SMS/Whatsapp Notifications:	18
Third-Party APIs Integration	18
Exclusions	19

1. Introduction

The Multi-Vendor grocery store will serve as a fast impeccable solution for several households, who have a keen interest in shopping groceries online. The geo-mapping feature of the buyer's location with the seller's shop makes the order deliveries faster due to the reduction in the turnaround time.

The portal helps the Buyer to overcome the problem of physically going to a grocery store for shopping, which can be both tiring and hectic at times. The solution connects the buyer directly to the nearby grocery shops where the buyer can select items and place an order. All confirmed orders are broadcasted by the portal to the respective delivery staff that will accept/reject the order through the mobile app & fulfill the accepted orders to the buyer's doorstep.

2. Business Revenue Model

The profit monetization can be done in the following ways through the website:

1. **Commission on Order:** Portal owner can charge a commission on every order placed through the system. The commission is charged to the Seller.
2. **Delivery commission:** The delivery commissions will be charged by the admin from the buyer and will be added to the total order value. The delivery commission will be defined as a flat value and remain constant across all zones.
3. **Banner Ads and On-Site Promotion:** Exclusive banners advertising for Sellers (grocery store owners) shops & products that are willing to pay extra money for their shop or product advertisements.

3. User Types

The following 5 different types of users:

1. **Guest User** – Guest users will be able to view the landing page, set pin code/location to check nearby stores and store products. Can navigate to the registration page and register as a buyer to the website. The guest user can also register as a Delivery Boy. The guest user can also view the following: all the locations where the business is operating, CMS pages, blog section.
2. **Buyers** – Buyers will be able to browse shops based on the GEO location which is auto-detected by the browser or can also be updated by the Buyer. Buyer can change the pin code/location; view & select the shops according to their preferences, add products to the cart and place an order for swift deliveries.
3. **Sellers** – Sellers will be able to create and manage their store, add/manage products, set delivery date and times, view orders, view wallet and raise withdrawal requests, handle cancellation & return requests. Sellers will define the delivery zones, zone-based delivery charges and approx. delivery time for each zone's order delivery.

4. **Delivery Staff** – Delivery Staff will be able to accept/reject order requests, fulfil and deliver orders to the buyer's address. Earnings will be transferred to the virtual wallet and the actual money will get transferred to the Delivery Boys' bank account upon raising a withdrawal request to the site admin.
5. **Administrator** – Administrator will have the overall control of the system/portal. Site admin will be able to manage (ADD, UPDATE, DELETE, ACTIVATE, INACTIVATE) products, Seller inventories, users, shops, payment methods, CMS page etc. on the system. Admin will set the flat commission on products (order value) & delivery commissions.

4. Web Application Features :

Following are the main features/modules integrated into the portal that allows different users to perform specific roles and make multi Seller system a cohesive environment for all users:

a. Web Application Buyer Feature

1. **Multi-Currency**
 - a. The application supports multi-currency capabilities.
 - b. The user can view the frontend (product prices etc) in his preferred/selected currency from the admin defined currencies list.
2. **Multi Lingual**
 - a. The application has multilingual capabilities.
 - b. Application UI supports both RTL & LTR language formats.
3. **Login**
 - a. with Email
 - b. with Social Media Logins(Apple, FB & Google)
 - c. with Phone number
4. **Forgot Password**
5. **Remember Me**
6. **Register**
 - a. with Email
 - b. with Phone number
7. **Search**
 - a. Location-Based Products Search.
 - b. Location-Based Shops Search.
8. **Buyer Location Input**
 - a. System Auto-detect user's Geo Location
OR
 - b. Manual Location update from Google's Suggestive Locations List.
9. **Advertisements** [Home page Banner Ads]: Users can view all the active advertisements available on the portal.
10. **Operational Areas**
 - a. The system can show the list of cities where the shops are available.
 - b. The user can click on the city name and navigate to see all the shops available in the subject city.
 - c. City names will be displayed if at least one shop from the subject city has active products.
11. **Product Listings**
 - a. The system can list the products based on the Geolocation.

The products are fetched and listed from the shops which are available in the user-defined location.

- b. Product Listings :
 - i. by Searched keyword
 - ii. by Category
 - iii. by Brands
 - iv. by Shop

12. Filtering & Sorting for Product Listings

- a. Filter:
 - i. by Category
 - ii. by Price
 - iii. by Brand
- b. Sort:
 - i. by Price - HIGH to LOW
 - ii. by Price - LOW to HIGH
 - iii. by Popularity (Popularity means sorting would be done based on products which are mostly sold.)

13. Product Details page features:

- a. View Product Details: Product Title, Description, Category, Option, Offers on product
- b. Qty. Counter
- c. Product Variants Selection Options[example: 250 gms, 500 grams, 750 grams etc]
- d. View Product Ratings
- e. View Product Specifications
- f. View Buy Together Products
- g. View Volume Discounts[if applied by Seller]
- h. View Shop Details
- i. View Other Seller Selling this product

14. Product as Favorite

- a. Favorite Product Listings
 - b. Remove /Unfavorite a Product
 - c. Delete Favorites Lists
- The products are grouped by Shop in the favorites wishlist.

15. Shop as Favorite

- a. Favorites shop listings
- b. Remove/Unfavorite a shop
- c. Navigate to Shop from favorites

16. Add to Cart: Users can add items from multiple sellers for a single order.

17. Checkout

- a. Make a Choice for Delivery of Order or Pick up from Shop.
- b. Delivery/ Pick up slots selection.
- c. Add Delivery and Billing Address
Select from saved addresses or users can add new addresses at the checkout page also.
- d. Review Order & Remove Items
- e. Apply Coupons (if any)

18. Multiple Payment

- a. The application is enabled to activate multiple payment gateways.
- b. The Buyer can choose to make the payment from any one of the payment gateways activated by Admin.
- c. If the buyer has less amount in wallet as compared to order amount then buyer has option to pay payment from multiple payment gateways.

19. Click & Collect

- a. No Delivery Charges charged from Buyers for pick up orders.
- b. No Delivery Commission charged as there are no Delivery Charges.

20. Free Shipping Orders

- a. Free Shipping Order Value is defined by Seller.
- b. Free Shipping is calculated based on Seller Order value(seller suborder)
- c. For Free shipping orders Seller bears the delivery charges if the order is delivered by Delivery Staff. i.e Seller will pay the delivery staff.

21. Reorder

- a. Complete Order Reordering(Historic Order which has products from multiple shops)
- b. Seller Sub Order Reordering(Historic Order which has products from one shop)

22. Product Reviews

- a. Buyer can review the products only when the order has been marked as Delivered.
- b. Buyer can review all products in a given order.
- c. However, buyers cannot review a shop.
- d. Product reviews will be reflected as shop reviews.

23. Messaging

- a. Contact Shop: Buyer can contact the shop via the application.
- b. Message Listings: All messages Sent & Received from Stores can be reviewed in the account section and further communication can be done between both the users.

24. Guest User Checkout

- a. Users can Add Products to Cart and do a quick checkout without having to register to the website.

25. Account Management

- a. Manage Profile
- b. Change Password
- c. Change Email
- d. Change Phone Number.

26. Dashboard

The dashboard gives a snapshot of all the important statistics and latest activities which are important for Buyer.

- a. Latest 5 Orders
- b. Wallet Credits Count
- c. Total orders count
- d. Unread messages

27. Orders

- a. Search Orders by keyword
- b. Filter orders
- c. Order Listings
- d. Order Details
- e. View Invoice (PDF Format)
 - i. Print Invoice
- f. Return Orders
- g. Cancel Orders
- h. View Seller Suborders for main Order

- i. An order that contains items from multiple sellers will have sub-orders which are grouped by seller name. These orders are called Sub Orders or Seller Sub Orders.

28. Orders Detail/ View Order

- a. View order details
 - i. Shop Details
 - ii. Order status
 - iii. Payment Method
 - iv. Order Type
- b. Item/Product Details
 - i. Single Item cancellation option
 - ii. Details of tax,volume discount,delivery charges.
- c. Billing/Delivery details
- d. Status comments
- e. History

29. Cancellation Requests

- a. Buyer can Cancel complete order
- b. Buyer can Cancel single item from the order
- c. Buyer can Cancel seller sub-order
- d. Search Cancellation Requests
- e. Cancellation Requests listing (both order and item)

30. Order Return Requests

- a. Buyer can return items from within the Order.
- b. Search Return Requests
- c. Return Request listings
- d. Buyer can raise a return request only when the order is marked as DELIVERED.
No returns are possible until the order is marked as DELIVERED.

31. Addresses Management

- a. Add new address
- b. View/Edit all Address Listings
- c. It's mandatory for the Buyer to Pin the address on the google maps.

IMPORTANT:

- It's advised that the Pin is dropped at the correct location for the delivery staff to navigate to the correct location.
- The system can add the complete address manually, In case the user is unable to mark the exact location[location pin may deviate from the actual location by a few meters].

32. Credits

- a. Add Bank Details
- b. Review Wallet Credits
- c. Add Credits to Wallet
- d. Request Withdrawal:
 - i. Buyer is allowed to raise withdrawal requests for the admin to transfer the Wallet credits into real money.

- ii. The transfer is done by the admin outside the portal through some banking system, which will credit the buyer's bank account.

33. Rewards

- a. Users can view a history of all the reward points earned/used.
- b. Users can view the total rewards point and equivalent currency value.
- c. Reward points are earned by the Buyer on:
 - i. Purchased order value[Reward points configured by admin on purchase value]
 - ii. Buying in a year. [Reward points earned as per admin defined value]
 - iii. Birthday reward points.[Reward points earned by Buyer on his birthday as per admin defined value]

34. Offers

- a. Offers section lists all the Offers available for the buyers.
- b. Offers Types :
 - i. Offer[Discount Coupons] linked to specific Buyer.
 - ii. Offer coupons for First Time Buyer Discounts.

35. Share and Earn

- a. Users can share the referral link with friends to earn rewards.
- b. Reward points are earned through referral link in 2 ways:
 - i. When anyone signs up to the portal from the referral link.
 - ii. When a registered referral makes the first purchase.

b. Web Application Seller Features

1. Login

- a. with Email
- b. with Phone number

2. Forgot Password

3. Remember Me

4. Register

- a. with Email
- b. with Phone number

(Two types of seller registration forms one same as buyer registration form and other is seller form: settings can be manageable from admin end)

5. Dashboard

The dashboard gives a snapshot of all the essential statistics and latest activities which are essential for Seller.

- a. Graphical representation of Sales
- b. Sales Revenue Amount
- c. Wallet Credits Count
- d. Total number of orders Count
- e. Unread messages
- f. Latest 5 Orders Listings.

6. Create & Manage Shop

- a. Manage Shop Details[Shop basic details, Address]
- b. Pin Shop Address on Google Maps [Important for front end location-based shop search]
- c. Manage Free shipping Orders Value.
- d. Manage Delivery Fulfillment Setting

- e. Activate/Deactivate Shop
 - i. Deactivated shop means all shop data will remain in the system and the shop will not show on the frontend until Shop owner wants it.
- f. Manage Shop Banners: The shop banners are the banners those will be visible only on the shop page/ shop product listings page. There is no promotional cost levied for these banner promotions as they are not handled from the PPC management module.

7. Shop Settings

- a. Shop Timings:
 - i. This capability allows the shop to set up the shop working days and timing for the selected days.
 - ii. The user is allowed to set the shop timing for 1 week and the timing set once will repeat for the following weeks as well.
- b. Packing Time
 - i. This is order packaging time that is required by the Shop.
 - ii. This capability is not being used anywhere on the frontend portal but will be used in upcoming versions.
- c. Delivery Exclusions:
 - i. This capability restricts the Buyers to place the order for specific days which are configured as Exclusion days.
 - ii. However, the shop will be visible on the exclusions days but slots would not be visible.
- d. Delivery Slots
 - i. This capability allows the Shop owners to configure delivery slots i:e the time intervals at which the orders would be delivered.
 - ii. The slots configured by the Sellers are available for user selection while placing an order.
 - iii. These slots will work for all days when the shop is open[defined in (a) above].

8. Products

- a. View/Add Products to Store from Admin Master Catalog.
- b. **Add New Catalog Product**
 - i. If a product does not exist in the admin catalog, then this capability will allow the seller to add products to the master catalog.
 - ii. The products added from this section are treated as **Private Products** and only the Seller who has added the new catalog product can pick and add the product in the shop inventory.
 - iii. The products added from this section do not require Admin approval.
- c. **Send Product Catalog Request**
 - i. If a Product does not exist in the admin catalog then this capability will allow the seller to add products to the master catalog.
 - ii. The products added from this section will be added to the admin catalog and all the system sellers will be able to pick up this catalog product and add to their respective shops.
 - iii. The products added from this section will require Admin approval.
 - iv. Once the admin approves the Catalog product request, the product could not be further edited by the seller as it becomes available to all the system sellers.
 - v. One copy of the product gets added to the Seller Inventory who had added this product into the admin catalog.
- d. **Manage Store Inventory**
 - i. This section lists all the items which the seller has added to his shop/inventory.
 - ii. The seller can perform the following functions:

- a. Edit Inventory Details
- b. Delete Inventory
- c. Clone/Duplicate Inventory
- d. Activate/Deactivate Inventory

9. Update Inventory:

- a. This section allows the user to do a quick update for inventory items price and stock count.
- b. The user while updating should not change the Seller Product ID.

10. Export/ Import Bulk Data:

a. Export:

- i. Categories
- ii. Catalogs
- iii. Seller Products
- iv. Brands
- v. Options
- vi. Option Values
- vii. Tags
- viii. Countries
- ix. States

Note: The export files are available for the sellers to view the content & relationship between different exported files. This data is later used to update the relational content in the Import files(The export file format becomes the import file with new content that the seller intends to upload).

b. Import:

- i. Product Catalog
- ii. Product Options
- iii. Product Specifications
- iv. Product Options
- v. SEO Data
- vi. Special Price
- vii. Volume Discount
- viii. Buy Together
- ix. Related Products

11. Import Export Error Logs

- a. While importing a file for the content of the above(10) mentioned section the system will download an error log file if there are any errors in rows or columns of the CSV file that the user has uploaded.
- b. The error log file will update the user about the column number, row number and the error that has occurred in the subject row or column.

12. COD Orders Instructions:

- a. The application has an inbuilt capability where the Admin configures rules for COD Orders management by Sellers. These rules put limits on the value of COD orders which a Buyer can order from particular sellers.
- b. The following are the key parameters that the seller should maintain for getting COD orders:
 - i. **Cash on Delivery Status should be ACTIVE**
 - *COD payment gateway will be Inactive for Buyers when your Net Wallet Balance will be less than the Min. Wallet Limit required for getting COD orders.*

- *For Inactive COD, the system shows a RED colored notification on the header of all the dashboard pages, updating the seller why his COD is inactive with a navigable link to the view details[12].*
 - ii. **Minimum Wallet Limit Required for COD orders**
 - *Min. COD Wallet Limit is the limit, set by admin which needs to be maintained by you to get the COD orders from Buyers.*
 - iii. **Current Wallet Balance**
 - *The Current Wallet balance is the actual credits available in the seller wallet, at present.*
 - iv. **Outstanding Orders Balance**
 - *If Seller is responsible for order delivery, the outstanding balance = Admin commission + Delivery Commission.*
 - *If Delivery Staff is responsible for order delivery, the outstanding balance = Admin commission.*
 - v. **Net Wallet Balance**
 - *Net Wallet Balance is the value that you get after deducting outstanding order value from your current wallet balance.*
- c. **COD Warning Notification:**
 - i. *The system also can show the seller a YELLOW colored notification which acts as a warning for the seller to update that the COD limit set by Admin is soon going to get exhausted.*
 - ii. *This notification is shown on the same section where the red notification is displayed until Red notification becomes active.*

13. Sales

- a. Seller Sub Orders Listings.
- b. Search & Filter Order
- c. Manage Order Statuses
- d. Order Cancellation Requests Management
- e. Order Refund Requests Management
- f. Order Adjustment options
 - i. Edit
 - ii. Delete
 - iii. Replace
 - iv. Add New Item

14. Manage Account

- a. Personal details
- b. Manage Bank Account
- c. Change password & email

15. Messages Management

16. Wallet

- a. Review Wallet Credits/Debits Details
- b. Add Credits to Wallet
- c. Request Withdrawals:
 - i. *To raise withdrawal requests for admin to transfer virtual credits into real money, into the seller's bank account. This transfer is done by Admin outside the portal through a banking system.*

17. Subscription Plans

- a. *The vendor will have to select and pay for a subscription package to list their store and products on the portal and leverage their sales.*

- b. Purchasing a subscription plan by the seller is only mandatory if the Admin has enabled subscription packages from the Admin panel.
- c. Plans will be based on limitations to vendor products upload count.
 - 1. Auto-renew Option: Seller can Enable/Disable this option.
 - 2. Check Existing Plan Details: View the complete details of the Active plan.
 - 3. Change Plan: Upgrade or Downgrade a subscription plan.

18. Reports by:

- a. **Sales:**
 - i. Date wise sales reports with the consolidation of order count, total products Qty sold, Order Net Amount, Tax, Shipping Charges, Sales Earnings.
- b. **Products Performance:**
 - i. **Top Performing Products**
 - Products list which is most wishlisted/marked favorite by the users.
 - Products list which is most sold, list consolidated by sold count.
 - ii. **Wishlist Added Products**
 - Products list which is most wishlisted/marked favorite by the users.
- c. **Product Inventory:**
 - i. Inventory report gives the stock count presently available on the portal for the subject seller inventory.
 - ii. This does not have any dependency on the TRACK/DO NOT TRACK parameter that is set by the seller at the time of adding inventory to the store.
- d. **Stock Inventory Stock Status:** This report gives details of the following for a particular seller's inventory item:
 - i. **Stock Available:** stock count presently available on the portal for the subject seller inventory. This does not have any dependency on the TRACK/DO NOT TRACK parameter that is set by the seller at the time of adding inventory to the store
 - ii. **Stock on Order:** The inventory items count which have been ordered and are having the following statuses: Payment Confirmed, In Process, Shipped/Picked, COD Order. The orders when marked delivered are removed from the Stock on Order count.
 - iii. **Unit Price:** The unit price of the inventory item.
 - iv. **Total Value:** The total value is the value of all the items available in the seller inventory. The value of a particular inventory item is calculated by :
Total of (count of a particular inventory item * unit price)

c. Web Application Delivery Staff Features

- 1. **Login**
 - a. with Email
 - b. with Phone number
- 2. **Forgot Password**
- 3. **Remember Me**
- 4. **Register**
 - a. with Email
 - b. with Phone number
- 5. **Dashboard**
 - a. **Accepted Orders Count:** Orders which have been accepted for delivery by the delivery staff member.
 - b. **Picked Orders Count** Orders which have been Picked from the Seller location by the delivery staff.

- c. **Out for delivery Orders Count:** Orders counts for orders which have been marked by the delivery boys as Out for Delivery. Out for delivery order means the delivery boy is on its way and the route navigation can be followed on the google maps from the delivery boy's geolocation to the Buyer location.
 - d. **Delivered Orders Count:** Orders count which have been marked as Delivered by the delivery staff members, means orders are delivered to the buyers.
 - e. **Credits Count:**
 - i. **Today's Earnings:** Earnings of the orders
 - ii. **Admin Delivery Commission:** The total delivery commission paid to the admin on the total earnings to date.
 - iii. **Net Earnings:** Different from (Total Earnings - Total admin commission paid till date).
 - f. **Latest Accepted Orders:**
 - i. The dashboard also gives the user information of the latest 5 orders which have been accepted by the delivery staff member.
6. **Orders Listings**
- a. All Accepted orders are listed under this section.
 - b. Orders Management Orders Management will be done through the mobile app which is explained in the mobile app features section below.
7. **Manage Profile:**
- a. Personal Details
 - b. Change password
 - c. Add Bank Details
 - d. Change email
8. **Wallet**
- a. Check Wallet Credits
 - b. Add Credits to Wallet
 - c. Request Withdrawal: To send withdrawal request of transferring the virtual credits into money to the buyer's stated bank account
 - d. List of all transactions
 - e. Search transactions
9. **Reports Management**
- a. Earning Reports
 - b. Orders Reports (successful deliveries / canceled deliveries)

d. Web Application Admin Features

- 1. **Login:**
 - a. Forgot Password
 - b. Remember Me
- 2. **Dashboard**
 - a. Total Order sales amount and this months count
 - b. Total sales earnings amount and this months count
 - c. Total users count and this months count
 - d. Total shops count and this months count
 - e. Total Delivery Commission
 - f. Statistics:

- i. Sales
- ii. Sales Earnings
- iii. Buyer/seller Signups
- iv. Affiliate Signups
- v. Products
- g. Amount of traffic on the website
 - i. Direct
 - ii. Referral
- h. Visitor statistics
- i. Conversions Statistics
- j. Top Products
- k. Top Search Items
- l. Top Referrers
- m. Top Countries
- n. Latest Orders

3. Shops

- a. Edit/view
- b. Shop Settings
- c. Delivery Settings
- d. Search Bar

4. Manage Catalog

- a. Product Categories - Add/edit/view/delete
- b. Product Catalog - Add/edit/view/delete
- c. Seller Inventory - Add/edit/view/delete
- d. Product Reviews - Add/edit/view/delete
- e. Brands - Add/edit/view/delete
- f. Options - Add/edit/view/delete
- g. Tags
- h. Custom product catalog request

5. Delivery Management

- a. Delivery Settings
- b. Admin Delivery Slot
- c. Delivery Charges
- d. Delivery Staff
- e. Delivery Staff fee

6. Users

- a. Add Users
- b. View Users
- c. Delete Users
- d. Activate/Deactivate Users
- e. Login to User Account
- f. Debit/Credit User Virtual Wallet
- g. Edit Profile

- h. Email User
- i. Delivery Staff approval request
- j. Users GDPR request

7. Manage CMS pages

- a. Content Pages
- b. Content Blocks
- c. Navigation Management
- d. Countries Management
- e. States Management
- f. Policy Points Management
- g. Empty Cart Items Management
- h. Social Platforms Management
- i. Shop Report Reasons Management
- j. Order Cancel Reasons Management
- k. Order Return Reasons Management
- l. Testimonials Management
- m. Discount Coupons
- n. Language Labels
- o. Home Page Slides Management
- p. Banners

8. Notifications

- a. Email template
- b. SMS/Whatsapp notifications
- c. App push notifications

9. Settings

- a. General Settings
- b. Plugins
- c. Payment Methods
 - i. Enable / Disable Payment Gateways
 - ii. Update API keys for each Payment Method
 - iii. Seller COD Order Activation/Deactivation, settings as following:
 - 1. Minimum Wallet Balance Setting for sellers for getting COD orders.
 - 2. Wallet Balance Limit Settings to notify sellers about Limit exhaustion.
 - 3. Maximum Order value: for which delivery staff can get COD orders
- d. Currency Management
 - i. Add New Currency
 - ii. View Currency Listings
 - iii. Enable/Disable Currencies
- e. Tax Management
 - i. Manage & Add Category Level Taxes
 - ii. Manage and Add Global Taxes
 - iii. Manage and Add Products Level Taxes
 - iv. Manage and Add Seller Level Taxes

- f. Commission Settings
- g. Affiliate Commission Settings
- h. Email Templates Management
 - i. Manage Email Templates (Pre-defined Listed Email Templates)
- i. Order Status Management
 - i. Manage and Add Order Status.
 - ii. Enable/Disable Orders Statuses
- j. Subscription Packages Management
 - i. Vendor Subscription Plans: The vendor will have to select and pay for a subscription package to list their store and products on the portal and leverage their sales. Plans will be based on limitation to vendor products upload count& images and admin commission to be charged to Vendor can be configured for each plan
- k. Rewards On Every Purchase
- l. App Release Versions
- m. Theme Color management

10. Manage Orders

- a. Orders
- b. Seller Orders
- c. Subscription orders
- d. Payment withdrawal request
- e. Cancellation Requests
- f. Refund Requests

11. PPC promotions

12. SEO

- a. Meta tags management
- b. URL Rewriting
- c. Image Attribute

13. Manage Blog

- a. Blog categories
- b. Blog posts
- c. Blog contributions
- d. Blog comments

14. Reports

- a. Sales
- b. Buyers/Sellers
- c. Affiliates
- d. Advertisers
- e. Products (Seller Products)
- f. Products(Catalog Wise)
- g. Shops
- h. Tax
- i. Commission
- j. Top Products

- k. Most Refunded Products
- l. Top Categories
- m. Bad Categories
- n. Discount Coupons

15. Admin Users

- a. Create Admin Sub Users
- b. Set Admin Sub User Permissions

16. Import/Export Module

5. Mobile Application Delivery Staff Features

1. Login via Username & Password**2. Login with OTP(only available if Admin has enabled this option from Admin Panel)****3. Home Screen**

- a. Set Status Toggle – online/offline
- b. Active / Upcoming orders

4. My Orders

- a. Current Order
- b. Upcoming Orders
 - i. List view of bookings with Booking ID number, distance away, location to deliver.
 - ii. Booking details - Pickup time, date, location, a map view of delivery location, shop name, booking ID number.
 - iii. Accept or Reject booking.
- c. Completed Orders
 - i. List view of bookings with Booking ID number, distance away, location to deliver.
 - ii. Booking details - Pickup time, date, location, a map view of delivery location, shop name, booking ID number, the status of the booking.
 - iii. Booking status: Canceled by Buyer, Rejected, Delivered successfully.

5. Profile

- a. Manage Profile Image, first name, last name, email and mobile number.

6. Accept/ Reject Orders

- a. Seller wise orders will be listed for acceptance or rejection.
- b. Orders details pick up point, delivery point details; map view of pick-up and delivery location, QTY, the volume will also be defined.
- c. Delivery Status will be marked by the delivery staff.
Examples: Order Picked, Order delivered etc.

7. My Earnings

- a. View earnings by date
- b. View earnings by month

8. Multiple Language Option (with support for RTL & LTR language options)**9. Wallet**

- a. Total wallet balance count

- b. Withdrawal request to admin
10. **Logout**

6. Email Notifications

S.No	Email Notification Description	User
1	New user registration Email	Buyer, Vendor, Delivery Staff, Admin
2	Forgot password Email	Buyer, Vendor, Delivery Staff
3	New order Email	Buyer, Vendor, Admin
4	Cancellation ,Refund & Replacement Requests Email	Buyer, Vendor, Delivery Staff, Admin
5	Delivery Staff Order Pick up Acceptance Email	Vendor, Delivery Staff, Admin
6	Order Status Emails	Buyer, Vendor, Delivery Staff, Admin
7	Withdrawal Request Email	Admin
8	With Request Acceptance/ Rejection Email	Buyer, Vendor, Delivery Staff, Admin
9	Gift cards Email	Buyer, Gift card Receiver, Admin
10	Subscription Plans Purchase Email	Buyer , Vendor, Admin
11	Subscription Plans Expiration Email	Buyer, Vendor, Admin
12	Share & Earn Email	Buyer, Admin

7. APP & SMS/Whatsapp Notifications:

- a. **APP Notifications** which are integrated and received by different users can be found at the following URL: <https://demo.yogrowcer.com/admin/app-notifications>
- b. **SMS/Whatsapp Notifications** which are integrated and received by different users can be found at the following URL: <https://demo.yogrowcer.com/admin/sms-templates>

8. Third-Party APIs Integration

The APIs required to be integrated with the website requires extensive R&D for finalization and will be finalized upon confirmation of the scope of work. Following are the list of APIs which may be used in the platform.

- a. Payment APIs
- b. Google Maps API: Location Detection
- c. Twilio: SMS/WhatsApp Notifications
- d. Google Analytics
- e. Google Push Notifications
- f. Facebook App
- g. Twitter App
- h. Google Plus

- i. MailChimp
- j. Newsletter Subscription
- k. Google Recaptcha

Note

All 3rd party services, APIs, Domains, Hosting etc shall be acquired by Client at his/her own cost along with Documentation (in the English Language) and Test Accounts for integration and testing of the APIs. In case 3rd parties are not available then the client shall be charged extra for the extra hours being consumed due to language barriers such as translation of documents, communication gaps, translation of messages, hiring translation experts etc.

Exclusions

- Newsletter subscriber's list management - Admin will be able to download the CSV file OR we can integrate Mail Chimp for subscriber's list management. (As per client's requirement)
- Project scope does not include the following features as these features will be used from the 3rd Party Application login interface i.e. Mail chimp account:
 - Scheduling/Sending out mailers
 - Mailer designing
 - Reports/Statistics
 - Un-subscribe
 - Confirmation Mail/Dripping Messages management and scheduling
 - Any other mass mailing or feature which is directly available into the 3rd Party Application Interface.