

Multi-Vendor Grocery Marketplace

Feature List

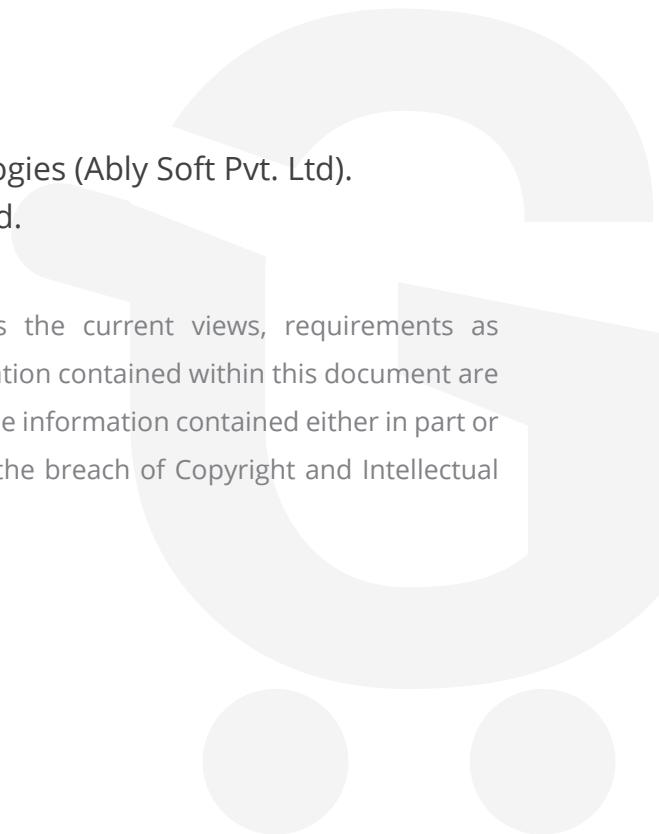


Multi-Vendor Grocery Marketplace

— | Feature List | —

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—| Introduction |—

Multi-Vendor grocery stores will serve as a fast impeccable solution for a number of households, who have a keen interest in shopping groceries online. The geo mapping feature of the buyer's location with the seller 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.

—| Business Revenue Model |—

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

- **Commission on Order:** Portal owner can charge commission on every order placed through the system. The commission is charged to the Seller.
- **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.
- **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.

— | User Types | —

The following 5 different types of users:

- **Guest User:** Guest users will be able to view the landing page, set pin code and 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.
- **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.
- **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. Seller will define the delivery zones, zone based delivery charges and approx delivery time for each zone's order delivery.
- **Delivery Staff:** Delivery Staff will be able to accept/reject order requests, fulfill and deliver orders to the buyers 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.

- **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.

—| Features Covered in Scope of |— Work for Web Application

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

—| Web/Mobile Application Buyer Features |—

1. Login

- Forgot Password
- Remember Me

2. Login with Social Media Logins(FB & Google+)

3. Auto-detect User Location

4. Registration

5. Find your store

- Define Area or zip-code (the area where user wants to search store)
- Define search Radius: Distance Range (in Kms) (distance range in which user wants to search store)

6. Store Home Page

- Product Search
- Collections listings according to Admin created collections
- Banners
- Show list of available cities
 - City with at least one active shop (at least one product in its inventory).

7. Shop Listing

(A shop would only show if it has at least one product in its inventory)

- Filter by location
- Filter by Subscription

8. Products Listings

(Location selection is mandatory and listings will come from the shops available at a particular location):

- Keyword search listings
- Based on Categories
- Based on particular Shop

9. Filtering & Sorting

10. Product Details

- Product Title, Description, Brand, Option, Availability Count, Offers on product
- Qty. Input Counter
- Select Options
- View Ratings
- View Specifications
- Mark as Favorite
- Add to Cart
- Related Products Listings - Same category products or similar title products
- View other sellers selling the same product

11. Favorites: To check the list of all the items marked as favorites

- Favorites listings
- Multi Select option
- Delete All from List
- Un-favorite an item

12. Cart Details

- Multi Cart : Cart can contain items from multiple sellers at a time
- Increase/Decrease Product Quantity

- Select Delivery or self-pickup
- Select Delivery date & Time
- Apply Coupon
- Empty Cart

13. Checkout

- Delivery and Shipping Address
- Add or Select from saved addresses
- View/Edit Order Details
- Select Payment Methods
- Make a Choice for : Delivery of Order or Collect from Shop

14. Multiple Payment Options

15. Pick Up from Store

- No Delivery Charges for pick up orders
- No delivery Commission as there are no Delivery Charges

16. Free Shipping Orders

- Free Shipping Order Value
 - Defined by Seller
 - Seller bears the delivery charges if the order is delivered by Delivery Staff

17. Delivery Fulfillment Responsibility

- Managed by Seller
- Or
- Managed by Delivery

18. Reorder

- Complete Order Reordering
- Seller Suborder Reordering

19. Product Reviews

- Only for Delivered Orders

20. Contact Store**21. Guest User Checkout****22. Account Management**

- Manage Profile
- Change Password
- Change Email
- Change Phone Number

23. Dashboard

- Latest 5 Orders
- Wallet Credits Count

- Total Orders Count
- Unread Messages

24. Manage Orders

- Order Listings
- Search Orders
- Filter Orders
- Order Details
- View Invoice (PDF Format)
 - Print Invoice
- Replace Orders
- Cancel Orders
- View Seller Suborders of main Order
 - An order that contains items from multiple sellers will have sub-orders which are grouped by seller name.

25. Cancellation Requests

- Search Order Cancellation Requests
- Cancellation Requests listing
- Check Status
- Cancel complete order/seller sub-order

26. Order Return Requests

- Search Order Return Requests
- Return Requests listing
- Check Status
- Return complete order/sub-order
- User Application Wallet gets credited with Refund/Cancelled value.

27. My addresses

- Address Listings
- Add new address

28. Wallet

- Check Wallet Credits
- Add Bank Details
- Add Credits to Wallet
- Request Withdrawal: To send withdrawal request of transferring the virtual credits into money to the buyer's stated bank account

29. Check reward points earned: User can view a history of all the reward points earned

30. Share and Earn: User can share this invitation link with friends to earn reward

31. **My offers:** Offers are available for the Buyer
32. **Messages:** All messages Sent & Received to Stores
33. **Multiple Currency Option**
34. **Multiple Language Option** (with support for RTL & LTR language options)

—| **Web Application Seller Features** |—

1. **Login** (Using Phone Number/Email)
 - Forgot Password
 - Remember Me
2. **Registration**
 - OTP Verification For Phone Number Registration
3. **Dashboard**
 - Sales graph
 - My sales: revenue amount
 - Wallet Credits Count
 - Total number of orders Count
 - Total sold count

- Unread messages
- Latest 5 Orders Listings (with sub-orders)

4. Manage Shop

- Manage shop details
- Return address
- Manage Store
- Pin shop on Map
- Activate/Deactivate Store

5. Shop/ Delivery Settings

- Shop timings: setup the working days and time
- Define Packing time
- Delivery Exclusions: when deliveries are not done
- Delivery Slots
 - Time (From) - Time (To)
- Delivery Date & Time Settings
 - Sellers will define the Delivery date and time slots
 - These slots will work for all days when the shop is open

6. Products

- Add Products to Store from Admin Master Library
- Send request for adding custom products to master library
- View Inventory - Store Inventory

7. Update Inventory: There is an option to update inventory by uploading a CSV file

8. Export/ import data: Option to export/ import data for

- Categories
- Catalogs
- Brands, etc

9. Sales

- Orders Listings - Seller Sub Orders only
- Search Orders
- View Order Details
- Manage Order Statuses
- Order Cancellation Requests Management
- Order Refund Requests Management

10. Product Options Management (Seller can add option groups only to his own products)

11. Manage Account

- Personal details
- Bank account information
- Change password
- Change email

12. Messages Management

13. Wallet

- Check Wallet Credits
- Add Credits to Wallet
- Request Withdrawal: To send withdrawal request of transferring the virtual credits into money to the buyer's stated bank account
- View all transactions
- Search from transactions

14. Subscription Plans

The vendor will have to select and pay for a subscription package in order to list their store and products on the portal and leverage their sales. Plans will be based on limitations to vendor products upload count.

- Auto renew Option (Enable/Disable)
- Check Existing Plan Details – Plan Name, Expiry date, Cost, No. of days left count.
- Change Plan (Navigate to Plan Listings Page)
- Plan Listings (To select a new plan)

15. Reports

- Sales Reports
- Product Inventory
- Stock Status Reports
- Products Performance Reports

—| Web Application Delivery Staff Features |—

1. **Login** using username/password

- Forgot Password
- Remember Me

2. **Registration**

3. **Incoming Orders**

- View broadcasted orders/suborders
- Accept/Reject an order/suborders

4. **Dashboard**

- Accepted orders count
- Orders picked count
- Orders Out for delivery count
- Orders Delivered count
- Credits count
- Latest accepted orders
- Today's Earnings
- Total Orders

- Total Earnings
- Admin Commission
- Net Earnings

5. Orders Listings

- All Accepted Seller Sub Orders
- Orders Management
 - Orders Management will be done through the mobile app which is explained in the mobile app features section below.

6. Manage Profile

- Personal Details
- Change password
- Add Bank Details
- Change email

7. Wallet

- Check Wallet Credits
- Add Credits to Wallet
- Request Withdrawal: To send withdrawal request of transferring the virtual credits into money to the buyer's stated bank account
- List of all transactions
- Search transactions

8. Reports Management

- Earning Reports
- Orders Reports (successful deliveries / cancelled deliveries)

— Web Application Admin Features —

1. Login

- Forgot Password
- Remember Me

2. Dashboard

- Total Order sales amount and this months count
- Total sales earnings amount and this months count
- Total users count and this months count
- Total shops count and this months count
- Total Delivery Commission
- Statistics
 - Sales
 - Sales Earnings

- Buyer/seller Signups
- Affiliate Signups
- Products

- Amount of traffic on the website
 - Direct
 - Referral

- Visitor statistics

- Conversions Statistics

- Top Products

- Top Search Items

- Top Referrers

- Top Countries

- Latest Orders

3. Manage Catalog

- **Shops** - Add/edit/view/delete
- **Categories** - Add/edit/view/delete
- **Products** - Add/edit/view/delete
- **Seller Inventory** - Add/edit/view/delete

- **Shop Reviews** - Add/edit/view/delete
- **Brands** - Add/edit/view/delete
- **Options** - Add/edit/view/delete
- Custom product catalog request
- Bulk media import/export

4. **Manage Admin Account**

- Add/Update Profile Picture
- Add/Update Email
- Add/Update Password

5. **Manage Users**

- Add Users
- View Users
- Delete Users
- Activate/Deactivate Users
- Login to User Account
- Debit/Credit User Virtual Wallet
- Edit Profile
- Email User

6. Manage CMS pages

- Content Pages
- Content Blocks
- Navigation Management
- Countries Management
- States Management
- Policy Points Management
- Empty Cart Items Management
- Social Platforms Management
- Shop Report Reasons Management
- Order Cancel Reasons Management
- Order Return Reasons Management
- Testimonials Management
- Discount Coupons
- Language Labels
- Home Page Slides Management
- Banners

7. Settings

- General Settings
- Payment Methods

- Enable / Disable Payment Gateways
- Update API keys for each Payment Method
- Seller COD Order Activation/Deactivation, settings as following:

Minimum Wallet Balance
Setting for sellers for
getting COD orders.

Wallet Balance Limit
Settings to notify sellers
about Limit exhaustion.

Maximum Order value: for which delivery staff can get
COD orders

- Currency Management
 - Add New Currency
 - View Currency Listings
 - Enable/Disable Currencies
- Sales Tax
 - Manage & Add Category Level Taxes
 - Manage and Add Global Taxes
 - Manage and Add Products Level Taxes
 - Manage and Add Seller Level Taxes
- Global site Commission Settings
- Affiliate Commission Settings
- Email Templates Management
 - Manage Email Templates (Pre-defined Listed Email Templates)

- Order Status Management
 - Manage and Add Order Status.
 - Enable/Disable Orders Statuses
- Subscription Packages Management
 - Vendor Subscription Plans: The vendor will have to select and pay for a subscription package in order 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
- Rewards On Every Purchase
- Global Delivery Commissions
- Delivery by Seller Setting
- Delivery Charges Settings
 - Define a flat delivery price per order
- Order Broadcasting Time Settings

8. Manage Orders

- Customer Orders
- Seller Orders
- Subscription orders

- Payment withdrawal request
- Cancellation Requests
- Refund Requests

9. **Smart Recommendations**

- Manage weightages
- Recommended tag products weightages

10. **PPC Promotions**

11. **Miscellaneous**

- Meta tags management
- FAQs
- URL Rewriting
- Theme settings

12. **Manage Blog**

- Blog categories
- Blog posts
- Blog contributions
- Blog comments

13. Reports

- Sales
- Buyers/sellers
- Affiliates
- Advertisers
- Products (Seller Products)
- Products (Catalog Wise)
- Shops
- Tax
- Commission
- Top Products
- Most Refunded Products
- Top Categories
- Bad Categories
- Discount Coupons

14. Admin Users

- Create Admin Sub Users
- Set Admin Sub User Permissions

15. Manage Delivery Staff

- View New Delivery Staff Request
- Approve/Reject Delivery Staff Request

- Activate/Deactivate Existing Delivery Staff
- Enable OTP Login
- Manage maximum order value for COD orders

16. Manage Sellers

- Manage Seller Address
- Shop settings
- Manage List Of Cities (City should have at least one shop with an active product)
- Bulk Import/Export Cities

17. Notification Management

- SMS Notification
- Whatsapp notification
- Push Notification

18. Commission and Delivery Charges

- Manage Charges at Delivery Level
- Manage Charges at Seller level

— 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

- Set Status Toggle – online/offline
- Active / Upcoming orders

4. My Orders

- Current Order
- Upcoming Orders
 - List view of bookings with Booking ID number, distance away, location to deliver
 - Booking details – Pickup time, date, location, map view of delivery location, shop name, booking ID number.
 - Accept or Reject booking
- Completed Orders
 - List view of bookings with Booking ID number, distance away, location to deliver
 - Booking details – Pickup time, date, location, map view of delivery location, shop name, booking ID number, status of booking

- Booking status: Cancelled by Buyer, Rejected, Delivered successfully

5. Profile

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

6. Accept/ Reject Orders

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

7. My Earnings

- View earnings by date
- View earnings by month

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

9. Wallet

- Total wallet balance count
- Withdrawal request to admin

10. Logout

— | 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

S.No.	Email Notification Description	User
10	Subscription Plans Purchase Email	Buyer, Vendor, Admin
11	Subscription Plans Expiration Email	Buyer, Vendor, Admin
12	Share & Earn Email	Buyer, Admin

APP & SMS/Whatsapp Notifications

- APP Notifications:** which are integrated and received by different users can be found at the following URL:

<https://demo.yogrowcer.com/admin/app-notifications>

- 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>

—| Third Party APIs Integration |—

The APIs required to be integrated in the website requires extensive R&D for finalization and will be finalized upon confirmation of scope of work.

Following are the list of APIs which may be used in the platform.

1. **Payment APIs**
2. **Google Maps API:** Location Detection
3. **Twilio:** SMS/WhatsApp Notifications
4. **Google Analytics**
5. **Google Push Notifications**
6. **Facebook App**
7. **Twitter App**
8. **Google Plus**
9. **MailChimp**
10. **Newsletter Subscription**
11. **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 |—

1. 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)

2. Project scope does not include 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.