Multi-Vendor Grocery Store

Feature List
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Introduction

Multi-Vendor grocery store will serve as a fast impeccable solution to a number of individuals, which have a keen interest in shopping grocery items 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. This can be both tiring and hectic at times. This efficient solution connects the buyer directly to the Selected (nearby or favorite) grocery shops online where 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.
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

- **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 user 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 set by the Buyer. Buyer can change the pin code; view/select the shops according to their preferences, add products to the cart and place an order.

- **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 Application Buyer Features

1. Login
   - Forgot Password
   - Remember Me

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

3. Registration

4. Find your store
   - Define Area or zipcode (the area where user wants to search store)
   - Define search Radius: Distance Range (in Kms) (distance range in which user wants to search store)

5. Store Home Page
   - Product Search
   - Collections listings according to Admin created collections
   - Banners
6. **Products Listings (from the shops based on selected Location):**
   - Search Product Listings
   - Product Category Listings

7. **Product Listings Filtering**

8. **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

9. **Favorites: To check the list of all the items marked as favorites**
   - Favorites listings
   - Multi Select option
   - Add to Cart (Selected Items)
   - Un-favorite an item
10. Cart Details
   • Increase/Decrease Product Quantity
   • Cart will only contain items from single seller at a time
   • Select Delivery or self-pickup
   • Select Delivery date & Time
   • Apply Coupon

11. Checkout
   • Delivery and Shipping Address (can be different)
   • Buyer should be pin address on map
   • View/Edit Order Details
   • Select Payment Methods

12. Multiple Payment Options
   • Show saved cards

13. Order Cancellation & Refunds

14. Self-Pick: Vendor Specific Self Pick Up Option
   • No delivery Commission
   • No Delivery Charge; for self-pick up orders

15. Free Shipping Orders
   • Free Shipping Order Value definition by the user responsible for delivery (Admin or Seller)
   • Delivery Responsibility (Admin or Seller)
16. Reorder

17. Product Review for Ordered Products

18. Contact Shop via Application Messaging system

19. Guest User Check Out

20. Manage Account
   • Manage Profile
   • Change Password
   • Change email

21. Dashboard
   • Latest 5 Orders
   • Wallet Credits Count
   • Total orders count
   • Unread messages

22. My Orders
   • Order Listings
   • Search orders
   • Filter orders
   • Order Details
   • View Invoice (PDF Format)
     ■ Print Invoice
• Replace Orders
• Cancel Orders

23. **Cancellation Requests**

• Search Order Cancellation Requests
• Cancellation Requests listing
• Check Status

24. **Order return Requests**

• Search Order Return Requests
• Return Requests listing
• Check Status

25. **My addresses**

• View my previously added addresses
• Add new address

26. **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
27. Check reward points earned: User can view a history of all the reward points earned

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

29. My offers: Offers that I can use

30. View all messages received and sent

31. My credits
   - View current balance
   - Add money to account
   - Request for withdrawal
   - List of all transactions
   - Search transactions

32. My favorites

33. Saved searches

34. Multiple Currency Option

35. Multiple Language Option
Web Application Seller Features

1. Login
   - Forgot Password
   - Remember Me

2. 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

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 delivery radius
     - Radius in km
     - Packing time
     - Delivery time
   - Delivery exclusions: when deliveries are not done
   - Delivery slots
     - Time ( From ) - Time ( To )
   - Delivery Date & Time Settings:
     - Seller will define the Delivery date and time. This will be global setting seller for all his product orders.

6. **Option to view shop: view how your shop looks to a buyer**

7. **Products**
   - Add Products to Store from Admin Product Library
   - Send Request for adding custom products
   - Search products

8. **Update Inventory: There is an option to update inventory by**

9. **Export/ import data: Option to export/ import data for**
   - Categories
   - Catalogs
   - Brands, etc
10. Sales
   • Orders Listings
   • Search orders
   • View order details
   • Cancellation Requests
   • Refund Requests

11. Settings
   • Tax categories
   • Options

12. Manage profile
   • Account details
     ▪ Personal details
     ▪ Bank account information
   • Change password
   • Change email

13. Messages: View all received messages

14. 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

11. 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)

14. Reports

• Sales Reports

• Product inventory

• Stock status Reports

• Products Performance Reports
Web Application Delivery Staff Features

1. Login
   - Login using username/password.
     - Forgot Password
     - Remember me

2. Registration

3. Dashboard
   - Accepted orders count
   - Orders picked count
   - Orders Out for delivery count
   - Orders Delivered count
   - Credits count
   - Latest accepted orders

4. Orders Listings
   - All accepted Orders
   - Orders Management
     - Orders Management will be done through the mobile app which is explained in the mobile app features section for Android & IOS.
     - View order details
5. Manage Profile:
   - Personal Details
   - Change password
   - Add Bank Details
   - Change email

6. 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

4. 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
   - 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

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
7. **Settings**

- General Settings
- Payment Methods
  - Enable / Disable Payment Gateways
  - Update API keys for each Payment Method
- 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

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
Mobile Application Delivery Staff Features

1. Login via Username & Password

2. Home Screen
   - Set Status Toggle – online/offline
   - Active / Upcoming orders

3. 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.

4. Profile
   - Manage: Profile Image, first name, last name, email and mobile number
5. **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.

6. **My Earnings**

- View earnings by date
- View earnings by month

7. **My Earnings**

- Total wallet balance count
- Withdrawal request to admin

8. **Logout**
<table>
<thead>
<tr>
<th>S.No</th>
<th>Email Notification Description</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New user registration Email</td>
<td>Buyer, Vendor, Delivery Staff, Admin</td>
</tr>
<tr>
<td>2</td>
<td>Forgot password Email</td>
<td>Buyer, Vendor, Delivery Staff</td>
</tr>
<tr>
<td>3</td>
<td>New order Email</td>
<td>Buyer, Vendor, Admin</td>
</tr>
<tr>
<td>4</td>
<td>Cancellation, Refund &amp; Replacement Requests Email</td>
<td>Buyer, Vendor, Delivery Staff, Admin</td>
</tr>
<tr>
<td>5</td>
<td>Delivery Staff Order Pick up Acceptance Email</td>
<td>Vendor, Delivery Staff, Admin</td>
</tr>
<tr>
<td>6</td>
<td>Order Status Emails</td>
<td>Buyer, Vendor, Delivery Staff, Admin</td>
</tr>
<tr>
<td>7</td>
<td>Withdrawal Request Email</td>
<td>Admin</td>
</tr>
<tr>
<td>8</td>
<td>With Request Acceptance/Rejection Email</td>
<td>Buyer, Vendor, Delivery Staff, Admin</td>
</tr>
<tr>
<td>9</td>
<td>Gift cards Email</td>
<td>Buyer, Gift card Receiver, Admin</td>
</tr>
<tr>
<td>10</td>
<td>Subscription Plans Purchase Email</td>
<td>Buyer, Vendor, Admin</td>
</tr>
<tr>
<td>11</td>
<td>Subscription Plans Expiration Email</td>
<td>Buyer, Vendor, Admin</td>
</tr>
<tr>
<td>12</td>
<td>Share &amp; Earn Email</td>
<td>Buyer, Admin</td>
</tr>
</tbody>
</table>
WhatsApp or SMS notifications for the above mentioned email notifications will also be integrated and it will be the business owner’s call to specify the gateway through which the notifications should be sent

Assumptions

- The calculation of the delivery distance will be calculated from the pickup point to drop point.
- The free shipping logic, order routing to delivery staff, shipping price calculations will depend will be integrated on the basis of a pre-defined logic as per the business requirements, defined by the business owner.

Trird 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.
- Payment APIs
- Location Detection API - Google Maps
- SMS Gateway Integration *(If Required by Business owner)*
  OR
- WhatsApp Notification Message

One of the messaging gateways would be mandatory to support the business logics

*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.*
Newsletters 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 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