SOW Document for Dine Mate Mobile and Web App

Version 1.0

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Document Version Control

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Approval Management

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Contents

1. Document Overview

The purpose of this document is to summarize the various aspects of the SOW for the design & development of Dine-mate mobile and web apps modeled in the document in a traceable manner. The document contains core requirements for the web and mobile apps to be developed in addition to the app design. It's consisting of feature description, data-fields, and application work-flows.

2. Scope Summary

The document contains the detail, that how this app will be initiated and developed for the web Smartphone (iOS and Android) platforms.

This app would be considered as a digital solution for dine-in customers, and would also entertain the take-away orders. When a user goes to restaurant, they would scan the QR code for the table reservations. The user can also give the online-order to the restaurant via this app, and will have to pick the same by their own (delivery is part of the scope). This app will be providing them a platform where they can reserve a table, give the order from the restaurant's menu and pay their check.

This app would be considered as a digital solution for the restaurants to entertain their dine-in and take-away customers. Restaurant manager will be managing the operations, and will have the visibility of the on-going orders and checks. Kitchen staff, would have the limited features, so they can also contribute in the on-going orders.

This document primarily providing the feature's description with regards to the scope of work, and Admin panel (CMS) privileges.

3. Actors (User-Personas)

APP will be serving majorly three types of users, as follows

- Restaurants - (Web App Only)
  - Restaurant Admin
  - Restaurant Manager
  - Kitchen Staff
  - Other Staff (no account access)
- Guests - (Mobile & Web Apps)
- Super-Admin – (Web Apps Only)

3.1 Restaurants

3.1.1 Restaurant Admin – (Web App)

They would have the privileges to add the restaurant manager, kitchen staff and other staff. Restaurant admin will be the super-admin of their own restaurant. All dine-in, take-away, and queue operations will be running under their umbrella.

3.1.2 Restaurant Manager – (Web App)

They would have the privileges to add kitchen staff and other staff. All dine-in, take-away, and queue operations will be running under their umbrella.

3.1.3 Kitchen Staff – (Web App)

They would have the privileges to manage the kitchen operations.

3.2 Guests – (Mobile and Web Apps)

Guest can create login/profile or simply visit the website straight to order the food onsite/offsite.

3.3 Super Admin

Admin will have all the significant CRUD privileges to edit through app data entities such as adding a new restaurant, maintaining the restaurant layout (tables). Admin panel also includes management modules such as user-management, order's management.

4. Application Specifications

- Mobile App
  - iOS (native) - [Swift]
  - Android (native) – [Kotlin & Java]
- Web App
  - Browser – [Angular.JS]
- Backend
  - Browser – [Node.JS]

5. Assumptions

- Required text or information will be provided.
- In case of any specific or special users' digital formats, for textual & visual content (photographs, diagrams, policies etc.) will also be provided.
- In case of any existing entity, color-themes and guidelines will be provided.
- In case of any 3rd party API integration (such as payment gateway), APi will be provided or account credentials accordingly.
- API will assumed as fully functional under secured shell.

- Webservice/API provider will be liable/accountable for all functionalities, specifically critical aspects, such as data fetching (push/pull), all fiscal-transactions and time-delays.
- Provide the development department with access to any relevant materials such as graphics, logos or photographs that can be used in the design process.
- Provide timely feedback on each feature identified in this SOW.

6. Functional Features

6.1 User site (web app) and mobile app features

- Guest user – [Dine-In Flow]
    - Guest comes to restaurant
        - Guest selects the table to sit
    - Guest scans the QR-code
        - Redirect the user to the web-app's landing page, within an option to download the app
        - After scanning the QR code, the particular table will be reserved where the user would be sitting
    - User downloads the mobile app (if not, user would use the same flow in the web app)
        - Products listing: (for that particular restaurant)
            - Main category would show on top
                - Products in main listing
            - Other categories
                - Products in other listings
            - Special instructions
                - Add any special instructions
                    - Text box to add any special instructions
            - Submit order
                - The check will open after submitting the order
            - Call service buttons (shortcut buttons)
                - Need water
            - Order status
                - In queue
                - Cooking
                - Cooked
                - Ready to serve
            - Close check

        - Provide an email address, name and phone number. So the system can send the check receipt
    - ***Proceed to the payment gateway (not part of the phase # 01)***

- Guest user – [Take-Away]
    - Guest lands on the app's home page
    - Search Step # 01
        - Add location (optional). System will search the restaurant of the nearest location.
    - Search Step # 02 (Food type/attributes, Cuisine & Restaurants) or location based search
        - Search filers
            - Cuisine
- Restaurant listing
    - Select restaurant
        - Products listing
            - Main category would show on top
                - Products in main listing
            - Other categories
                - Products in other listings
        - Select product
            - Food item
            - Quantity
        - Submit order
            - The check will be opened after submitting the order
            - Pay Check
                - System will ask user
                - Provide an email address, name and phone number. So the system can send the check receipt
            - ***Proceed to the payment gateway (not part of the phase # 01)***
            - Order status
                - In queue
                - Picked for kitchen
                - Cooked
                - Ready to serve

6.2 Restaurant Backend – (Web App Only)

6.2.1 Restaurant Admin

- Login
    - Email
    - Password

- Kitchen managers listing
    - Add new manager
        - Name
        - Email
        - Set password
    - Edit
- Kitchen staff listings
    - Add new member
        - Name
        - Email
        - Set password
    - Edit
- Other staff
    - Add other staff – (other staff can be assigned to tables)
- Adding menu
    - Add Category (Burgers, Sandwiches, Fried Chicken)
        - One default category for the main product, that would be showing on top of all categories
    - Add product name
        - Description
        - Price
- Schedule management – (take-away)
    - Add operational days:
        - Add business hours for each operational day (start time to end time)
- Tables listing
    - Add tables
        - Table layout
            - Add chairs
            - Table name/number

        - Assign/allocate QR Code (QR code can only be generated by the super-admin)

- Dashboard
    - Dine-in orders
        - Open checks
            - Table reserved (name/number or names/numbers, second would use for the merged tables)
                - Order details
                    - Food item, quantity, price
                    - Special instructions by the customer – [input filed] (guest can add special instructions to the order such as Allergies to this and that or something.)
                    - Assign other staff – (drop-down)
                    - Call services
                        - Need water
                    - Order statuses
                        - In queue – (the order will land to this list after, after giving by the client)
                        - Picked for kitchen – (picked by kitchen staff). Toggle “button”
                        - Cooked. Toggle “button”
                        - Ready to serve. Toggle “button”
                - Check closed by the client – (status will be showing)
                    - Client name, email, number (if provided)
                - Check closed by the restaurant – (manager or admin)
                - Order receipt
                    - Products listing
                    - Price
        - Table available for reservations again
            - The same table would be available for reservations, soon after closing the check by the client and restaurant
        - Reservation closed by the restaurant – (manager or admin)

- The same table would be available for reservations. This operation will be performed by the restaurant manually

- Take away orders
  - Open checks
    - Order details
      - Food item, quantity, price
      - Special instructions by the customer – [input filed] (guest can add special instructions to the order such as Allergies to this and that or something)
      - Order lands to kitchen
      - Order statuses
        - In queue – (the order will land to this list after, after giving by the client)
        - Picked for kitchen – (picked by kitchen staff). Toggle “button”
        - Cooked. Toggle “button”
        - Ready to serve. Toggle “button”
    - Check closed by the client – (status will be showing)
      - Client name, email, number (if provided)
    - Order receipt
      - Products listing
      - Price
    - Check closed by the restaurant – (manager or admin)
    - Product picked by the client – (this will update automatically, after closing the check by the restaurant manager)
- Closed checks
  - Client name, email, number (if provided)
  - Order receipt

- Merged/Combine tables
  - Select tables

- Multi-select dropdown or pop-up to select multiple tables
- Select QR Code to validate the order
    - Tables drop-down (only one would be selected)
        - The selected table would validate the order for the combined tables
- Combine **"button"**

▪ Tables would split-up/separate to their old positions, after closing the check

6.2.2 Restaurant Manager

Restaurant manager would have all privileges of the super-admin, accept they won't able to add other restaurant managers. They would have their own email and password to login

- Login
    - Email
    - Password

6.2.3 Kitchen Staff

They would have the privileges to manage the kitchen operations. They would have their own email and password to login

- Login
    - Email
    - Password

- The below information would be available to the kitchen staff
    - In queue orders
        - Food item, quantity
        - Special instructions by the customer – [input filed] (guest can add special instructions to the order such as Allergies to this and that or something.)
            - Order statuses
                - In queue – (the order will land to this list after, after giving by the client)
                - Picked for kitchen – (picked by kitchen staff). Toggle "button"

- Cooked. Toggle “button”
- Ready to serve. Toggle “button”

6.3 Super Admin – (Web App Only)

Admin will have all the significant CRUD privileges to edit through app data entities such as adding a new restaurant, maintaining the restaurant layout (tables). Admin panel also includes management modules such as user-management, order’s management.

- Login
    - Email
    - Password

- Restaurants listing
    - Add new restaurant
        - Restaurant name
        - Cuisine
        - City
        - Business address (Google-based), use for the take-away orders
        - Contact person
            - Primary contact
                - Contact number
                - Email
                - Setting password?
                - Contact person
            - Secondary contact
                - Contact number
                - Email
                - Setting password?
                - Contact person
        - Create QR codes – (for a particular restaurant)
            - “X” number of QR codes would be created in a single span of time

We divided the project scope in 2 phases. The idea for the Phase-1 approach is to have a MVP (Minimum viable product) for your business so you are able to start marketing confidently at that time or earlier, which will be followed then by phase2.

The deliverables of Phase1 & 2 include:

Phase1 (Admin)
Landing Page Marketing (Define Services) Parallex View - Single Page
Chatbot to learn more about our service, Live/Offline Chat, Back end Email offline chat, Save and email
Book a demo call button, Provide Details contact us page
Apple/Android App for Admin with Admin features in it
Login, Signup, Forgot Password, Search Functionality
Restaurant Details, Business hrs etc.
USER Management: Login by ROLES - Guest/Restaurant Owner/Admin PERMISSION LEVEL BY MODULE with RO Option
Password reset /expiry time
Admin App Portal
Setup includes Entities (Restaurant parameters, Table Layout, Payments per restaurant, Menu, Pricing, Layout, Support No/Contact hrs, Generate QRCODE
Session Management, Timeout per Restaurant per table set by the Restaurant owner/Admin, Check and notify Restaurant Manager
Push Notification (App) Admin interface for Restaurant to Guest, For Admin to Restaurant and for Admin to Guest directly.
Feedback from Guests/Restaurant
Loyalty points program
QR code scanning
Phase 2 (Admin)
Location based recommendation and ads
Social Media Integration at all levels.
Rating Functionality for restaurants
Mobile Menu - Tablet (Admin Panel)
Upsell opportunities
Analytics
Apple Pay, Google Pay
SMS/EMAIL Notification service integration
Manage Subscriptions
Dashboard and Analytics
Publish Ads - Based on GEO location or based on the priority to Mobile App used by Guests
PHASE 1 (RESTAURANT Manager Interface)
Dashboard for Restaurant Manager with view rating feedback.
Restaurant Owner will have access to setup Menu/Generate QR Codes - Name /Design table layout, Pricing, Hours and other Restaurant Parameters

RESERVATIONS, Dine in reservation, table setup within restaurant map
Table Status
Takeout/Curbside pickup information
Push Notification (To Guest)
Kitchen User Setup/ Server Setup limited login
Create Staff list (Alias only) and Assign tables to the Staff
Kitchen orders management with detail information- Table no, time of Open check, Items ordered and items special notes - Service Notification
Kitchen Queue management
Manager can open/Close the check
Tender type: cash would be available for Manager's check closing
Export Data feature (Such as sales, no. of checks, refund, dates/time, purchased items and others)
Add Do not disturb , water, Service Button on table tab
Phase 2 (RESTAURANT Manager Interface)
Financial Reporting
Analytics, (Busy time, Menu Descending, Hourly)
Phase -1 GUEST INTERFACE
Guest can create login/profile or simply visit the website straight to order the food onsite/offsite
DINE IN:
Scan **QR Code**, Go straight to the landing page that will prompt guest to download **APP** or order directly from the **website**.
Welcome Message
Menu and Pricing will be presented
Select Menu and submit order **(Open CHECK)** - Interval set by the Restaurant Manager will work and the guest can receive notification from the restaurant.
Guest can add special instructions to the order such as Allergies to this and that or something.
Push button to Call service. Shortcut buttons like Need Water on the table (Web site or APP)
Guest can close the **CHECK**
System will prompt do you need an email copy, provide guest email. Restaurant manager can also print a copy of receipt.
Guest must need to provide Cell phone number for the Takeaway order. The instruction will send via TEXT where to pick up and your food is ready.
Takeaway check opens after the money has been processed
Takeout interface
Payment Receipt/Email
Guests message box to Server/restaurant.
Guest Order History
Walk me"/tutorial - welcome splash page
Phase-2 (Guest Interface)
Ad display by Geo location, Marketing Material
Order History of individual

Re-Order the same order from the same place.
Search functionality for restaurants
Restaurant Details (Business Hours etc)
Feedback Rating
App Push Notifications
Payment (Via PayPal, Google pay, Apple Pay, Visa/MC based on restaurant's account of choice.

Phase-3 & May be provided at each Phase Level*
STAFF MANAGEMENT/SCHEDULING SHIFTS/ HR Scheduling
Documentation:
- **Architecture diagram- YES**
- **Database schema design- YES**
- **API specifications -YES**
- **README (includes development workflow) -YES**
Prod Readiness:
- **Metrics/Dashboard (latency, error rates, etc)**
- **Unit tests**
- **Integration tests**
- **E2E tests**
Maintenance:
- Ensure app is up and running on the latest OS for each smartphone
Android minimum will be supported is ?
iOS minimum will be supported is minimum ?
Bug fixes
Responsibility of the developers to correct it as part of the maintenance 1 Year maintenance and moving forward
Users of the app should be able to submit tickets for bug reports or any other issues related to the app.

Project Timeline:

Estimated Timeline	
Phase 1 deliverables:	2021
Start date:	December 9th
Phase 2 deliverables:	
Start date:	

This project will utilize the following technology for the various interfaces:

Interface	Technology
Backend	Mongo DB or MYSQL
API	Node.js
Frontend	React.JS
Android App (Native)	Kotlin & Java
iOS App (Native)	Swift