**Description of the business task**

Project: Delivery Service (DLVR)

# Context:

During and after the lockdown, we saw a sharp increase in demand for delivery from local grocery stores and cafes. But most of them don’t have their own IT system, courier service, or even a way to accept online orders. We want to fill this gap and create a platform that will collect orders and distribute them among available couriers.

# Task:

Develop an IT solution that will allow:

1. Accept orders from stores/restaurants via any channel (manually - no integration yet).

2. Display these orders in a mobile application for couriers.

3. Give couriers the ability to book orders, mark the fact of delivery.

4. Monitor the delivery process through the dispatcher.

5. Transfer information to the accounting department - for settlements with suppliers and couriers.

6. In the future - expand the system to clients and online payments.

# Important accents:

• At the first stage, order entry is manual.

• Couriers - via a mobile application (first priority version).

• It should be possible to track order statuses.

• The administrator must manage users and their access.

• Accounting and minimal reporting are required.