

Food Delivery

Jahez





Software documentation and technical writing

Project Report File

Jahez application

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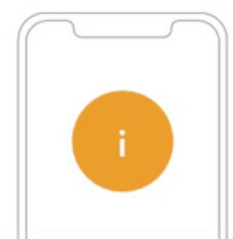
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- Task Schedule**

The Topic	The Student Completed the Task
The Introduction	Maryam Hassan AlZubaidi Amal Yahya Al-zubaidi
Requirements	Amal Yahya Al-zubaidi
Purpose of Jahez Application	Amal Yahya Al-zubaidi
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Topic 1: Introduction

1.1 Introduction

Why Do We Need Delivery Apps :

- Convenience and Speed: They allow you to order food or other items quickly without leaving home.
- Variety of Choices: You get access to multiple restaurants and services all in one app.
- Time and Effort Saving: Perfect for those with busy schedules or when you want to avoid going out.

Common Issues That Lead Us to Use Delivery Apps:

- Busy Lives: Many people have tight schedules, and delivery apps make life easier by bringing things to them.
- Avoiding Traffic: They save you the hassle of dealing with traffic, especially during busy hours.
- Looking for Deals: Apps like Jahez offer continuous discounts, which can be very appealing to users.

In the end, Jahez seems to address many of the issues that users face with other delivery apps, especially when it comes to affordability and ease of use.

Jahez is a Saudi app that makes ordering food from restaurants simple and easy. The main goal of the app is to provide users with a smooth experience by offering different delivery options, multiple payment methods, and regular improvements to the service. Jahez features many restaurant choices, giving users access to a wide variety of food to suit different tastes.

To use the app, users need to create an account or log in using their email or phone number, ensuring their information remains secure. After logging in, users can search for restaurants by name or location, making it easier to find nearby places or their favorites. The app also displays detailed menus with prices, helping users decide what to order.

For payments, Jahez provides several options, including credit cards, e-wallets, and cash on delivery. One of the most helpful features is the live tracking system, which allows users to see where their order is in real-time—from the restaurant to their doorstep. This gives users peace of mind and a better sense of control over their order.

Jahez also focuses on customer satisfaction. The app is designed to be simple to use, so anyone can navigate it without difficulty. Customer support is available to help with any issues or questions. Jahez is known for its fast delivery compared to other apps. While it covers many areas, it might not yet be available in some remote locations. To keep users engaged, Jahez regularly offers discounts and special promotions.

Overall, Jahez is a reliable and easy-to-use app for ordering food in Saudi Arabia, combining convenience, variety, and speed to meet users' needs.

Functional Requirement for the Jahez App:

1. Account Creation and Login:

- Users should have the option to create a new account or log in to their existing accounts.

This requires entering an email address or phone number, ensuring that users are fully registered. This process helps protect users' personal data and allows for a personalized experience, as users can save their previous order details and payment information.

2. Searching for Restaurants:

- Users should be able to search for restaurants by name or location. This feature makes it easier for users to find nearby food options or their favorite restaurants, saving time and effort. The search options could also include filters such as cuisine type or ratings, allowing for a more tailored search experience.

3. Browsing the Menu:

- Users should be able to view the menus of each restaurant. This includes displaying details for each item, such as descriptions, prices, and ingredients. This feature helps users make informed decisions about what they want to order, enhancing their overall satisfaction with the experience.

4. Payment Options:

- The app should support a variety of payment methods, including credit cards, e-wallets, and cash on delivery. This provides flexibility for users, allowing them to choose the payment method that is most convenient for them. It also enhances security and convenience during the payment process.

5. Order Tracking:

- The system should offer real-time order tracking, allowing users to monitor the status of their orders from the kitchen to delivery. This feature improves service transparency, as users can know the expected arrival time of their order, reducing anxiety and increasing their satisfaction with the service.

1.2 Purpose

The Jahez app is a Saudi application designed to make ordering food and other products easy and convenient for users. Its main goal is to connect users with a variety of restaurants and stores, allowing them to choose their favorite meals and products all in one place.

One of the key features of Jahez is that it provides a single platform for food and product delivery. This means users don't have to download multiple apps or visit different websites to find what they want. Instead, they can browse through many restaurants and stores using Jahez, making it simpler to find their favorite items.

The app is designed to be user-friendly, which makes the ordering process straightforward. Users can easily navigate through the app, select the items they want, and place their orders quickly. Jahez also includes a tracking feature that lets users know the status of their orders in real time. They can see when their order is being prepared, when it's on its way, and when it will arrive, which helps them feel more secure and in control.

Another important aspect of Jahez is that it connects users with local restaurants and stores. This not only gives users access to a variety of options but also supports local businesses by helping them reach more customers. When users order through Jahez, they are contributing to their local economy.

Additionally, Jahez aims to improve the delivery experience. It offers fast delivery services, which are important for users who want their food or products quickly. With real-time tracking, users can plan better while waiting for their orders to arrive.

In summary, Jahez is all about making the process of ordering and delivering food and products easy and comfortable. It provides a convenient way for users to enjoy a variety of choices while ensuring they receive their orders promptly and efficiently.

1.3 Survey



We conducted a survey to explore the pros and cons of the Jahez app and gather user feedback. The results showed that most people use the app occasionally rather than regularly (As mentioned in the image 1.3.1), but overall, they rated their experience as excellent (As mentioned in the image 1.3.2).

هل سبق واستخدمت تطبيق جاهز للتوصيل ؟

More Details



(image 1.3.1)

كيف تصف تجربتك العامة مع التطبيق ؟

More Details



(image 1.3.2)

One of the main positives is how easy the app is to use(As mentioned in the image 1.3.3). Many users found the design and layout very appealing, which was a big advantage(As mentioned in the image 1.3.4). When it comes to technical issues, only a few users had problems, while most faced none at all(As mentioned in the image 1.3.5).

ما مدى سهولة استخدام التطبيق ؟

More Details



(image 1.3.3)

هل وجدت التصميم والمظهر العام للتطبيق جذابًا ؟

More Details



(image 1.3.4)

هل واجهت أي مشاكل تقنية أثناء استخدام التطبيق ؟

More Details

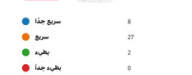


(image 1.3.5)

The app performs tasks quickly(As mentioned in the image 1.3.6), and customer service responds promptly(As mentioned in the image 1.3.7). Users also appreciated that the app provides access to their favorite restaurants, which improved their overall experience(As mentioned in the image 1.3.8). As for payment methods, Jahez offers several options, with most users preferring to pay online(As mentioned in the image 1.3.9).

ما مدى سرعة التطبيق في أداء المهام المطلوبة ؟

More Details



(image 1.3.6)

ما مدى جودة خدمة العملاء لدينا ؟

More Details



(image 1.3.7)

هل يتوفر في تطبيق جاهز قائمة المطاعم التي تحبها ؟

More Details



(image 1.3.8)

ما هي طريقة الدفع التي تفضلها في التطبيق لدينا ؟ (اختيار متعدد)

More Details

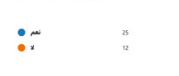


(image 1.3.9)

Delivery fees were considered very reasonable(As mentioned in the image 1.3.10), and only a few users had issues with the delivery staff(As mentioned in the image 1.3.11)And some mentioned the issues they faced(As mentioned in the Table 1.3.12), while most didn't face any problems. Additionally, many users agreed that the app offers a lot of good deals and promotions(As mentioned in the image 1.3.13).

هل تجد أسعار التوصيل بالنسبة لك مناسبه ؟

More Details



(image 1.3.10)

هل واجهت مشاكل مع مندوبي التوصيل لدينا من قبل ؟

More Details



(image 1.3.11)

اخبرنا من فضلك ما هي المشكلة التي واجهتك ؟ (إذا كانت أجهلك نعم)

3 Responses

ID	Name	Responses
1	anonymous	لا يوجد
2	anonymous	أحد الطلبات تلتصق والآخرى بأن التطبيق ألقى الطلب وبعد الشكرى لم يعمل المندوب وزيادة المبلغ لحسابي مع العميل
3	anonymous	

(Table 1.3.12)

ما رأيك في العروض التي يوفرها التطبيق ؟

More Details



(image 1.3.13)

In conclusion, the survey showed that Jahez has a good reputation among its users, who praised its design, performance, and ease of use when ordering from their favorite restaurants.



1.4 Advantages and disadvantages

The Jahez app has become an important part of many people's lives because it meets the need for easy and fast food delivery. Its simple design makes it easy for anyone to use, no matter their experience with technology. The wide range of restaurants and cafes on the app gives users many options that fit different tastes and budgets.(As mentioned in the image 1.4.1).

One big reason people prefer Jahez is its fast delivery. Orders arrive quickly, solving the problem of long wait times that can be frustrating with other apps. Also, the order tracking feature lets users see where their order is on the map, which helps them feel at ease.(As mentioned in the image 1.4.1).

Another benefit of the app is the frequent offers and discounts, which make it a good option for those looking to save money. The app also allows users to share their reviews, which helps improve the service and increases trust between restaurants and customers.

However, there are some drawbacks. Delivery fees can be high when ordering from faraway restaurants, and sometimes there are issues like delays or missing items. The app may also run slowly on older devices and might not be available in some remote areas.(As mentioned in the image 1.4.1).

Even with these challenges, Jahez is still a favorite for many because it provides a reliable, fast, and easy food delivery experience, solving many problems people used to face with traditional delivery methods (As mentioned in the image 1.4.1).

Advantages	Disadvantages
1. Ease of use: Simple and user-friendly interface.	1. Delivery fees can be high for distant restaurants.
2. Variety of options: Wide range of restaurants and cafes.	2. Delivery issues like delays or missing items.
3. Fast delivery: Known for speed in delivering orders.	3. Geographic coverage: Not available in some remote areas or small towns.
4. Live tracking: Real-time tracking of orders through a map.	4. App performance: May be slow on older devices.
5. Offers and discounts: Special promotions and discounts.	
6. Ratings and reviews: Users can rate and share their experiences.	

(Table 1.4.1)

We noticed from the survey that many users are pleased with our app and highlighted some features they really like, such as the speed, the special offers, quick delivery, and the guarantee that orders arrive without mistakes (as shown in the table 1.4.2).

Everyone knows that everything in life has its ups and downs. By making improvements to the app, we can increase user satisfaction. Some users suggested enhancements they would like to see, like giving more attention to orders to avoid any problems and ensuring that customer service responds to clients more quickly (as shown in the table 1.4.3).

14. ما هي الميزات التي أعجبتك أكثر في التطبيق ؟

9 Responses

ID ↑	Name	Responses
1	anonymous	كل شيء
2	anonymous	عادي
3	anonymous	السرعة
4	anonymous	العروض
5	anonymous	سرعة التوصيل و ضمان وصول الطلب بدون اخطاء
6	anonymous	سريع التوصيل
7	anonymous	جيد برنامج جيد
8	anonymous	سريع جداً وجميل
9	anonymous	سرعة التوصيل

(Table 1.4.2)

15. ما هي الميزات التي تشعر أنها تحتاج إلى تحسين ؟

8 Responses

ID ↑	Name	Responses
1	anonymous	لا يوجد
2	anonymous	حاولو أكثر
3	anonymous	الاسعار
4	anonymous	الاهتمام بتوصيل الطلب بدون ان يحدث له مشكله
5	anonymous	خدمة العملاء اتمنى تتجاوب بسرعه
6	anonymous	لا يوجد
7	anonymous	لا شيء
8	anonymous	الاستجابة للعميل

(Table 1.4.3)

1.5 Comparison

Why Do We Need Delivery Apps?

- Convenience and Speed: They allow you to order food or other items quickly without leaving home.
- Variety of Choices: You get access to multiple restaurants and services all in one app.
- Time and Effort Saving: Perfect for those with busy schedules or when you want to avoid going out.

Common Issues That Lead Us to Use Delivery Apps:

- Busy Lives: Many people have tight schedules, and delivery apps make life easier by bringing things to them.
- Avoiding Traffic: They save you the hassle of dealing with traffic, especially during busy hours.
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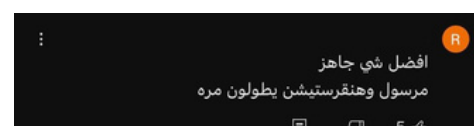
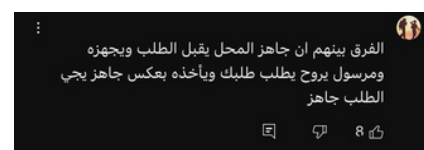
Based on the comparison in the table 1.5.1 , it's clear that Jahez stands out as a better option than Mrsool and other delivery apps for several reasons:

1. Ease of Use: Jahez has a simple, user-friendly interface, while Mrsool's interface can feel more complex.
2. Restaurant Availability: Jahez offers a wider selection of local restaurants, giving users more choices compared to the limited options on Mrsool.
3. Delivery Speed: Jahez tends to have faster delivery, thanks to its strong partnerships, while Mrsool's delivery time can vary depending on the driver.
4. Costs: Jahez generally has lower and more competitive delivery fees than Mrsool, which can sometimes be more expensive.
5. Payment Options: Jahez provides multiple, flexible payment options, unlike Mrsool, which has fewer choices.
6. Customer Support: Jahez offers fast and efficient customer service, whereas Mrsool's support is more moderate.
7. Discounts and Offers: Jahez consistently provides special deals and discounts, while Mrsool has fewer offers available.
8. Extra Features: Jahez includes features like real-time order tracking and trusted user reviews, making the overall experience more reliable.

Aspect	Jahez App	Mrsool App	Jahez App Advantages
Ease of Use	Simple and easy-to-use interface	Medium user interface	Sleek design and easy navigation
Restaurant Availability	Large number of local restaurants	Fewer restaurants available	More variety in options
Delivery Speed	Fast delivery thanks to wide partnerships	Varies depending on the courier	Faster delivery times
Costs	Competitive delivery fees	Higher fees at times	Lower and more competitive prices
Payment Options	Multiple and easy payment options	Limited payment options	Flexibility in payment methods across different platforms
Technical Support	Fast and effective customer support	Moderate customer service	Distinguished and professional customer support
Discounts and Offers	Continuous discounts and offers	Fewer offers	Special and continuous discounts
Additional Features	Fast tracking of custom orders	Standard tracking for orders	Additional services such as fast order tracking
Ratings and Reviews	Comprehensive restaurant ratings	Limited reviews	Trusted user reviews

Table 1.5.1

• feedbacks :



1.6 Conclusion

Jahez considered as a leading example of how technology can transform the delivery experience, offering users speed, convenience, and quality. With its wide range of services, seamless order tracking, and user-friendly features, Jahez continues to evolve, setting a new standard for delivery solutions in the region. As it expands and adapts to the changing needs of consumers, Jahez is well-positioned to remain the top choice for those seeking efficient and reliable service in one app.



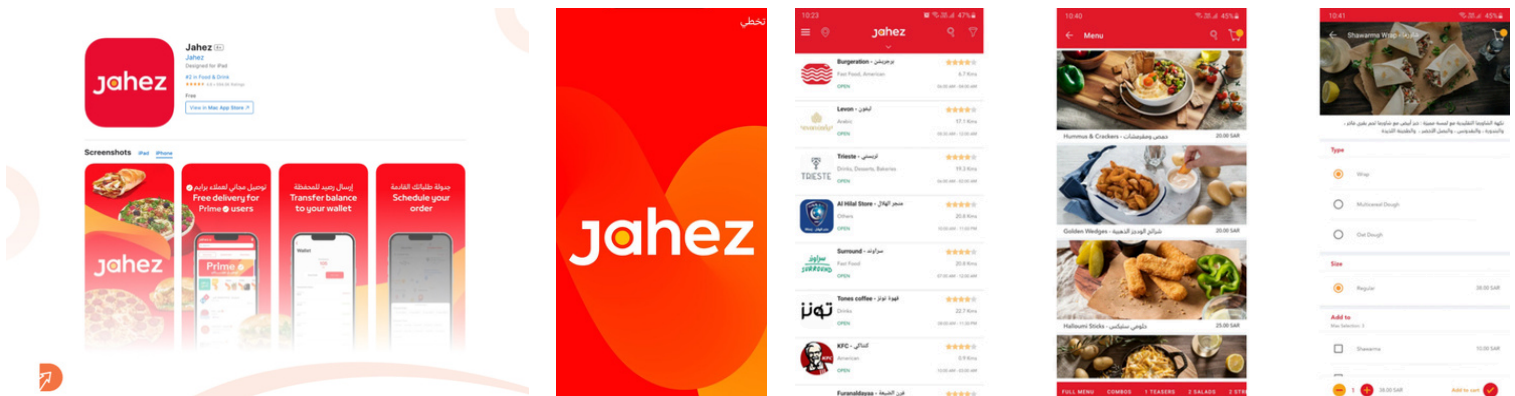
Topic 2: Performing the Design

2.1 Introduction

Jahez is a popular food delivery app in Saudi Arabia that connects customers with restaurants and delivery drivers. To keep the app running smoothly, it needs a solid system setup, easy-to-use data models, and clear technical information. Using version control is also important to manage changes and updates. This research will explain how Jahez is designed, the data it uses, technical details, and how it manages updates.

2.2 Application Interface

The Jahez app is designed with multiple user interfaces, each tailored to the specific needs of its primary users: customers, restaurant owners, and delivery drivers. These interfaces provide a seamless and intuitive experience, ensuring smooth interaction with the platform's services. Each user group benefits from unique functionalities, whether it's browsing and ordering food, managing restaurant operations, or delivering orders efficiently. The app focuses on creating an easy-to-use, reliable environment for all users, enhancing convenience and satisfaction.



Main Application Interfaces

The Jahez app features three primary user interfaces tailored for different users: customers, restaurant owners, and delivery drivers. Each interface is designed to meet specific user needs.

1. Customer Interface:

- Browse Restaurants: Customers can browse restaurants based on location or personal preferences like cuisine type or restaurant rating.
- View Menus: Customers can view restaurant menus, including detailed descriptions of each dish, ingredients, and prices.
- Customize Orders: Customers can customize their orders by adding or removing specific ingredients to suit their preferences.
- Secure Payment: The app provides multiple payment options, including credit cards and mobile wallets.
- Order Tracking: Customers can track their order in real-time, from food preparation to delivery.
- Rate and Review: After receiving their order, customers can rate the restaurant and delivery service based on their experience.

2. Restaurant Owner Interface:

- Manage Menus: Restaurant owners can add or modify their menus, update prices, or introduce promotional offers.
- Handle Orders: They can view and manage incoming customer orders efficiently.
- Monitor Order Progress: Owners can track the status of orders and communicate with drivers if necessary.
- Analyze Performance: Restaurant owners can access sales reports and performance metrics to improve their services.
- Update Restaurant Info: They can update details like operating hours and special offers.

3. Driver Interface:

- Receive Orders: Drivers receive delivery requests in real-time based on their location.
- Manage Orders: Drivers can accept or reject orders depending on their availability.
- Navigation and Directions: The app provides accurate navigation to both the restaurant and the customer.
- Update Delivery Status: Drivers can update the status of the delivery, such as "picked up," "on the way," or "delivered."
- Communication: They can communicate with both customers and restaurants if needed during delivery.
- Track Earnings: Drivers can view their earnings and track the number of deliveries completed.

Each interface is carefully designed to provide a smooth and efficient user experience, ensuring that the needs of all user groups are met while offering reliable and easy-to-use services.

2.2 system architectures

The Jahez app supports the following operating systems:

1. iOS: The app is available for iPhone and iPad . It can be downloaded from the App Store.
2. Android: The app is available for Samsung Galaxy and can be downloaded from Google Play.

Data Base :

The Jahez platform needs to manage large amounts of data, including user information, restaurant menus, orders, and delivery details. Thus, a reliable and scalable database is crucial for the app to function smoothly The app likely uses a relational database

SQL is used to interact with databases like MySQL, allowing for data management and retrieval.

Data Model :

- | | | | |
|---|---|---|---|
| <ul style="list-style-type: none"> - User model : • Names • emails • phone numbers • delivery addresses • order history • payment details. | <ul style="list-style-type: none"> - Restaurant model: • Restaurant names • locations • menus • prices • ratings • hours of operation. | <ul style="list-style-type: none"> - Order model : • ordered items • order status (pending, in preparation, delivered) • timestamps. | <ul style="list-style-type: none"> - Driver model : • Driver profiles • vehicle information • assigned tasks • earnings. |
|---|---|---|---|

Server :

server of Jahez is responsible for handling operations between the user interfaces and the database.

The app likely uses Node.js or Django as the server framework:

- Node.js is a JavaScript-based runtime environment
- Django built on Python

Cloud Hosting:

- AWS(Amazon Web Services)
- Google Cloud

Programming Languages :

Frontend (User Interface): The mobile apps iOS and Android are likely built using :

- JavaScript
- Dart

Backend (Server) :

- JavaScript
- Python

Data base :

- SQL

2.3 Conclusion

To run smoothly, the Jahez app needs a well-thought-out system design, reliable data models, and solid technical specifications. The app likely uses cloud services and modern frameworks to handle a large number of users and provide real-time updates. Version control is crucial for managing changes and ensuring smooth collaboration between developers. All these elements work together to provide a seamless experience for Jahez users, from placing an order to receiving it at their doorstep.

2.4 References

- <https://www.behance.net/gallery/157304757/Jahez-App-UX-Case-Study>
- <https://www.jahez.net/SA/privacy-en.html>
- <https://jahezgroup.com/wp-content/uploads/2021/12/Jahezen.pdf>
- <https://www.techgropse.com/blog/build-a-food-delivery-app-like-jahez/>
- <https://www.frescofud.com/blog/post/how-to-clone-jahez-food-delivery-app>

