Features:

Notes: shopper = driver.

For Personal Shopper/Driver App

- When first opening the driver app, there will be 2 options: login or apply as a shopper/driver.
- For a shopper/driver to get hired onto the platform and be able to login, they must go through an extensive screening and interview (I would personally bypass this process since I'm the owner). There would be questions they have to answer. They will hear back by email regarding the decision. If satisfactory, it will email them a link to the scheduler to pick a time & date for the interview. Lastly it will email with the accepted or declined final decision. If accepted, they'll get a welcome orientation training and will get username & password to login to the app).
- Once accepted, they can upload their up to date vehicle insurance, drivers license, banking info to get paid, vehicle info (model, make, color), biography about them.
- Shoppers/drivers can upload a profile photo to display for customers & in their own profile.
- Once a customer rates the driver 5 stars, it will ask them to make them a personal shopper. If yes, the shopper will get a notification that the customer has done so and they will be first to see their orders.
- Shoppers/drive should be able to view all ratings & reviews. On their profile, they can have the option to display their top 3 favorites.
- There should be a place to view all the names of the shopper's priority customers that shows past order details.
- There should be a schedule feature so that the shopper can choose their availability slots that the customer can choose from when placing their order at any store. Ex: If the shopper(s) aren't available that day/time, they must choose another to complete their order. If the shopper/driver is available and chosen by the customer, it will automatically notify that shopper and ask them to accept.
- In order to start shopping, the shopper/driver must arrive at the store. They should have the option to view all the items on the shopping list before beginning.
- App displays a recommended start time based on the time to get to the store, amount of items & delivery time. We can set up an estimated 1.5-2 mins per item. It will also display estimated time to shop & delivery time (if possible).
- Once the shopper arrives at the store, they can send the customer an introduction text (can be set & saved to be used effortlessly).
- To begin shopping, the shopper must scan an item's SKU on the shopping list with their phone (if possible). Otherwise they would click "available" or "unavailable" for the first item.
- Ideally, once the customer places their order, the funds they used to pay (plus 10% for any added charges/differences) would be added to a prepaid reloadable visa card given

to the shopper who accepts the order. They must use that card to pay for the order. Any difference in fees/pricing will be sent back to the customer.

- By tapping a button at the end of the shopping list, "+ add more items" shoppers should have the ability to add any product to the customer's list by scanning it when requested by the customer. If the item isn't found, the shopper then adds the details manually and the system should automatically add a 23% upcharge (18% for all items + 5% platform fee), reflecting on the customer's bill.
- SHOPPER CAN'T ADD ALCOHOL. Customer must add it to their cart at checkout only. (May change this in future).
- When the shopper is finished paying for the items, they must take at least one photo of the receipt (for each store) and be reminded to keep the receipts for 30 days and not put it in the customer's bag. The admin would have access to these photos.

For Customer App

- When the customer opens the app, there will be 2 options: login or enter access code (5 digits total, 4th digit is # of driver (starts at 1) last is first initial Ex: 0001K).
- When a first time customer enters the app, I want them to be prompted to enter an access code or login. Basically make the app invite only where shoppers/drivers have to give customers a specific access code associated with their account. Once they enter that specific code given by the driver/shopper, it'll link to that driver associated with that number and offer them to be their first personal shopper. This is the only way to access the platform, through invite/access code.
- Customers have the ability to choose personal drivers/shoppers for delivery over the platform.
- They can rate their shopper/driver 5 stars to be added to a priority list of "Personal Shoppers" where they can numerically rank them 1-10. First shopper/driver on that list will get the customer's order first.
- If they rate them a 4 star or lower, they will be prompted to answer a survey about their experience.
- If they're already their personal shopper when asked to rate after their order and give them 5 stars, then it would simply ask them to share their experience/review for that shop & deliver order.
- If the first marked personal shopper/driver is not available or declines the order for any reason, then it would send the order request to the remaining list of personal shopper/drivers on the platform one at a time, if there are any. 3 minutes between drivers. Orders stay visible to every driver until accepted. If no other shoppers/drivers, ask the customer to choose another day & time.
- Time slots will be in 2 hour increments to start but can be changed by the driver. These are estimates NOT guarantees. The time slots available will be based on shopper's availability. (To start it would be based on my availability on the schedule) Ex: 9-11am, 11-1pm, 2-4pm, 5-7pm, OR "any time my shopper is available" OR ("don't see your

preferred time?"' = prompt them to message the shopper directly through text message to see if they can accommodate).
- *Admin can add/change time slots (stores open & close hours) but shopper chooses which time slots priority customers can pick based on their chosen personal shopper's availability.
- Customers can checkmark "Early Okay" for any orders.
- Orders can be placed any day in advance (for up to a week), but the earliest time slot they can choose is for an hour later from the hour they place it. Shoppers need a minimum of one hour between placing and scheduling orders. Ex: it's 1:00pm and the customer is trying to place for 2pm delivery. Earliest they can do is 2-4pm.
- For orders earlier than an hour, they can choose early okay. Shoppers will try to accommodate.
- Auto save their cart progress in the app if need to reach out to a personal shopper before finalizing.
- If a shopper/driver is already doing an order during that time slot, inform the customer the shopper is available but will be completing another order during that time. Is the customer okay with the shopper/driver starting after completion? If yes, can schedule it. If no, "choose another slot."
- Customers have the option (not required but recommended) to add a backup/substitution to every product placed in their cart and the ability to save those products under their favorites, with those substitutions. They can also choose to refund the item if it's not in stock = "unavailable." The shopper will see these. If nothing is chosen, shopper/driver will reach out to the customer for the best option before refunding that item(s).
- Every item on an order will have a note feature for additional info (ripeness, color, etc).
- Customers can add additional notes for their priority shopper at the very end. (Text box)
- Every order will have a minimum 15% gratuity. Customers can add additional gratuity 0, 5, 10, 15, 20, 25% or custom amount in $.
- After rating the shopper for an order, they will have the option to add an additional gratuity.
- 5% heavy pay will be added when one item or multiple units of the same item is greater than or equal to 40lbs.
- There will only be visible orders (to the driver/shopper) that are placed by the customer within a 10 mile radius from the shopper's home location. This will be their zone. If the customer is out of the shopper zone and still requests them, it will immediately notify the driver/shopper and they are okay with the extra distance (accept or decline requested time slot). If yes, accept them as a personal shopper for the customer as an exception to their schedule, if declined request, refer to closer shoppers within the radius of that order location.

Ordering Details
- Estimated total should include:
  - Groceries (order total from each store with 18% upcharge)

- ○ Platform fee 5% of order total (in $)
- ○ Gratuity 15% minimum (based on total including other fees). 100% goes to shopper/driver.
- ○ Plus 10% pre-authorization for substitutions. (In small print at the bottom, **temporarily authorized additional 10% of total)**

Specific Delivery Instructions

- ● After ordering products, the customer has the option to choose specific delivery instructions, such as:
    - ○ Leave at door, don't ring bell.
    - ○ Leave at door, ring bell.
    - ○ Buzz in, leave at door.
    - ○ Meet at door.
    - ○ Meet at door. Contact when here.
    - ○ Customer can add other details in a text box.
    - ○ *Shopper can't leave the order at the door if the customer is ordering alcohol. Customer must choose one of the "meet at door" options.

Multi-Vendor/Store Order

- ● Within a certain zone, customers can add multiple products from different vendors/stores in a single cart.
- ● 3 stores maximum within a 5 mile radius of each other. Minimum $100 order total for 3 stores, $50 minimum order total for 2 stores.
- ● If multiple stores, choose the store(s) that are clumped closer together geographically and allows for the least distance traveled. The system should choose the closest stores based on the customer's delivery location.

Alcohol Orders

- ● If a customer wants to buy alcohol on the platform, the customer must enter age to verify they're over 21 years old.their
- ● Adult must provide valid ID at delivery:
    - ○ Driver's license
    - ○ State ID
    - ○ Military ID
    - ○ Passport

- ● "By continuing, you agree that an adult over the age of 21 with valid driver's license or state ID will be present to accept this order and provide a signature, and that the recipient will not be intoxicated. Your personal shopper will ask to see the recipient's ID regardless of age. You agree that alcohol is not returnable and is not being purchased for resale."
- ● "When you use _____ to place an order for alcohol you authorize the purchase and delivery of those products to you by one or more Priority Shoppers from a retail store.

You agree that your purchase is being made with the retail store. You understand and acknowledge that neither ___ nor your Personal Shopper can accept your order of alcohol products, and the order will only be delivered if the retailer accepts your order.

- We can't add alcohol special requests.
- When the user would add alcoholic products to their cart, the platform would ask the user to upload or scan their government IDs.
- The documents will be approved by the admin and then the alcohol will be added into the cart section.
- Driver/shopper will scan their ID to match to the one on file and get a signature in order to deliver the alcohol.

Other Details

- 2 factor login for driver/shopper & customers.
- First delivery is free
- $6 alcohol fee
- $10 fee for one time delivery (non-members)
- Customer & shopper/driver should be able to communicate through chat and by phone call through the app.

Priority Membership

- $10.99/month
- $99/year
- Free orders on deliveries $50 or more, otherwise $7 fee

For Website

- Banner with logo & hamburger bar, add location, login & (sign up- access code needed pop up)
- Ad banner text with photos
- QR code banner to download app
- Features and what makes us different
- Comparison chart (Shipt, Instacart)
- Common questions
- Apps at bottom for driver/shopper & customer (iOS & Android)
- Social links