

Below is the scope of the project.

### **Deliverables**

1. iOS and Android Mobile native app
2. App with two flows.
  - a. App for Grocery (BOUNZ Grocery App)
  - b. App for Fashion, electronics and other category flow except grocery (BOUNZ E-COMM App)
3. Separate shopping cart for Grocery App and E-Commerce App
4. Multiple partners for E-Commerce App while one only grocery Partner
5. Only one partner for any product
6. Integration with the following 2 partners will be part of the scope
  - a. Integration with <https://www.menakart.com>
    - i. Product sync via API integration
    - ii. Stock & Price update on daily basis via API / flat file integration
  - b. Integration with Choithrams
    - i. One time product upload on Ecommerce platform
    - ii. Stock & Price update on daily basis via API / flat file integration
7. Order processing
  - a. Order placed by member will be emailed to partners
  - b. Partners will process the orders, update the order status and email it to City Points operation team
  - c. City Points Operation team will manually update the order status
8. Product Upload
  - a. Product information need to be provided by partners in the fixed excel sheet format
  - b. Products will be uploaded manually by the operation team in the Ecommerce platform

### **Mobile App functionality**

Home Page	Grocery App and E-Commerce App	There will be separate home page for Grocery and main ecommerce app.  In Grocery App, user will provide their address (using Zip code / Google Map) at the start of the Journey.
	Header	Header will have the Logo, search bar, Cart Icon, Wish list, My Account Icon/menu. User can change the delivery location from header.
	Footer	There will be 4-5 footer links

	Search	<p>The website search will allow customers to search through the products. System will search the keyword in products, product title and description.</p> <p>When the user clicks on enter, search result screen will display all the matching products on the screen.</p>
	Shopping cart	<p>This feature allows customer to select products and add it to cart. This section displays the summary of products before proceeding to order. The shopping bag displays product details like image, product name, price, quantity and total. Customer can update the quantity or remove the products from cart as well.</p> <p>Customer can use their discount coupon code based on which the system validates and update the price of the products and displays final price.</p>
	Menu	<p>Menu will have the top categories and sub categories which has been defined in the backend.</p> <p>The Menu and category tree will be finalized during the implementation phase and it is configurable from the backend.</p>
	Main Banners	<p>This will have multiple rotating banners. They will be configured from the backend. These banners can also have link which take the user to a particular page on the site.</p>
	Category banner & Product Listing	<p>There will be various sections on the home page displaying the banners or products as per the discussion during requirement phase. There will be backend to configure these categories / products to be displayed on the homepage.</p>
Category Page	Page detail	<p>Grocery App - customer will have to add the product to cart from this page only.</p> <p>Ecommerce App – The product will be listed based on the selected category. (add to cart not available here as customer needs to select size, color etc. before adding product to cart).</p>

		<p>It will list all the products that are assigned to the selected category. The product image, product name, MRP and selling Price will be displayed.</p> <p>The user will also have the option to add the product to the cart or modify the quantity from category page.</p> <p>User will have option to change the variant (e.g. 500 gm/ 1 Kg / 5 Kg) and quantity from product listing page before adding to cart.</p>
	Filter	Filter such as Price, category, Color, weight, Size etc. Will be available. These filters will vary based on the category. Customer can choose multiple filter criteria at a time. Attributes for each category will be finalized during requirement gathering phase.
	Sorting	Price High to Low, and Price Low to High, Discount, will be the sorting option available for the user.
Product Detail Page	Product details	<p>There will be no Product Details page for Grocery App as customer will have the option to add the product in the cart from category listing page only.</p> <p>This page displays the Images with multiple angles, title, descriptions, attributes, price etc. It also has the option to select the quantity and weight (if any) for the user.</p>
	Add to cart option	This page allows customer to add product into the cart with selected quantity and attributes.
	Checkout	This page also allows customer to directly checkout with selected product
	Similar Products	This section will display similar products. These products need to be configured from the backend.
Cart Page	Cart details	<p>This page shows the details of the products added into the cart such as Product name, Unit Price, Quantity, Sub Total,</p> <p>Users can use discount coupons on the cart page.</p>

		User can modify the cart from the cart page such as remove product from cart or change Qty etc.
	Available Promotion	User can select promo code and apply in the selected products in the cart. Only one promo code can be used at a time.
User Defined Basket	Smart Basket	Grocery App only - User Defined Baskets (can create multiple baskets like Monthly List, Weekly list etc.). They can add the products to the basket, and they can directly add all the products from the basket to the shopping cart. They can also update/remove the items from the cart too.
Check Out	Login	System would check if customer is not login then a screen appears asking to register and another section to get login. Guest checkout is not allowed in the App.
	Address	<p>Billing Address –If the customer has set the default billing address, it will automatically get selected, and else the customer can also select other address from the saved address. Customer will have option to add a new address</p> <p>For Grocery App</p> <p>System will only accept the addresses with the valid serviceable area which are mapped for grocery partner.</p>
	Orders Review section	Displays order summary like Billing Address, Shipping Address, Product Details, Delivery charges and total pricing.
	Promo Code	User can enter the promotion code /coupon code if they have any.
	Payment Method	<p>Customer can pay by</p> <ul style="list-style-type: none"> <li>• Completely BOUNZ points</li> <li>• Part by BONZ and balance by online payment</li> <li>• Complete payment by online payment</li> </ul> <p>Customer can make online payment via Credit Card, Debit Card, net banking</p> <p>COD option can be configured if required.</p>

	Success /Error page	If the transaction is successfully completed, then the Success page with transaction details will be provided. If there is any error during transaction, then the same will be displayed to the user.
My Account		Below is list of section available for the registered customer and can accessed by user after they login <ul style="list-style-type: none"> <li>1. My Profile</li> <li>2. Address Book</li> <li>3. My Orders</li> <li>4. User Defined Basket</li> <li>5. Return (Raise a request)</li> </ul>
Static Pages		Following pages are to be available in the website for the customers as static information: <ul style="list-style-type: none"> <li>1. Terms &amp; Conditions</li> <li>2. Shipping &amp; handling</li> <li>3. Return &amp; Exchanges</li> <li>4. About Us</li> <li>5. Returns</li> <li>6. FAQ</li> <li>7. Customer Service</li> </ul> <p>Client has to provide list of static pages and text content and policies content of all the static pages.</p>
SMS / Email		There will be 6-8 emails and SMS that will be sent to the customer for various events. <p>Client tech team to provide SMS &amp; EMAIL (SMTP) details for SMS and EMAIL integration</p>
Content Management System (CMS)		VCommerce has basic Content Management System (CMS) in place and all the activities/events pages can be created using the VCommerce CMS.
Store Locator		User will be able to find any of the partners store and its address on the site for Grocery partner Choithrams.

### **Back End (Admin Panel)**

Dashboard	The admin have the default dashboard, which shows following Orders, Products, Return Request and Customers data.
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	<p>Following Listing will be available to administrator</p> <ul style="list-style-type: none"> <li>• Order Total</li> <li>• Incomplete Orders</li> <li>• Latest Order</li> <li>• Popular Search Keywords</li> <li>• Return requests</li> </ul>
Menu Management	<p>There will be a provision to manage the Top and sub category menu.</p> <p>Client has to provide category tree, attributes sets data, product data with images.</p>
Category Management	<p>This section allows management of categories and sub categories. The system will have the capability to define unlimited categories and sub categories</p>
Product Management	<p>The system gives the provision to configure multiple products and attach it to a single or multiple categories. Product details such as Name, Description, SKU, Price, and Stock, Related products, multiple Images and attributes can be defined.</p> <p>Selling price will be inclusive of TAX.</p> <p>Bulk upload will be provided, and the products can be uploaded in the specific format using the bulk upload sheet.</p> <p>Product catalog can be uploaded as per the partner.</p>
Attribute Management	<p>Since each different category can have multiple and different type of attributes, the admin has the provision to define such attributes.</p>
Order Processing	<p>Order will be processed by vendor outside the E-Commerce solution. Only the status of the order will be maintain in the ecommerce application.</p>
Reports	<p>Below are the lists of reports. All these reports will have filter by certain parameters along with a facility to export in CSV format.</p> <ol style="list-style-type: none"> <li>1. Orders</li> <li>2. Shipments</li> <li>3. Coupons</li> <li>4. Current shopping carts</li> <li>5. Return request</li> <li>6. Bestsellers</li> <li>7. Customer report</li> </ol>

	8. Search Term Most Used Keywords
RMA (Return Merchandise Approval System)	<p>Return Request feature enables customers to request to return on items previously purchased. Quantity to return, return reason, returns action will be associated with each request.</p> <p>Return requested will be forwarded to the partners and the partners needs to arrange for reverse pickup and complete the return / replacement with the customer directly.</p>
Promotions	The discount module allows managing discounts on products with either percentage type or flat amount. There also provision to create coupon code for the discount from the backend.
Content Management	This section allows creating and managing CMS pages (e.g. Terms & Conditions, About Us, Returns etc.)

### **Integrations**

Email Configuration	SMTP details will be configured to send the transaction emails to the customer. Client has to provide SMTP configuration details.
Payment Gateway	One Payment gateway will be integrated for online payment options. Client has to provide payment gateway sandbox details for testing and LIVE credentials for production.
Push Notification	3 <sup>rd</sup> Party push notification plugin will be integrated in the system which will allow admin to send push notification to subscribed users on both the Mobile App.
SMS	Integration with the SMS provider for sending the transactional SMS. Client needs to provide the details.
ClubClass	Integration with ClubClass for points redemption, point balance and points earn and burn rate
MakeSense	Integration with MakeSense to track the user behavior at the page / category / product / checkout at individual user level
Partners	Integration with 2 partners as per the details listed above in scope.

### **Out of Scope**

Following functionality (modules) is not in current scope of work.

1. Pickup from store / Omni Channel

2. Wallet
3. Multi-Currency
4. Multi-Country
5. Pickup list, invoicing and taxation
6. Order Processing (Order will be processed by partners and the status will be updated in eCommerce Site)
7. Order shipment will be done outside the platform by the Partner