# WELCONE TO CHASER GROCERY

TEAM NAME: CHASER EXPRESS
TEAM ID: 65

PROBLEM STATEMENT: BUILD AN APPLICATION THAT WILL ENABLE LOCAL GROCERY STORES TO GET AND SUPPLY ORDERS

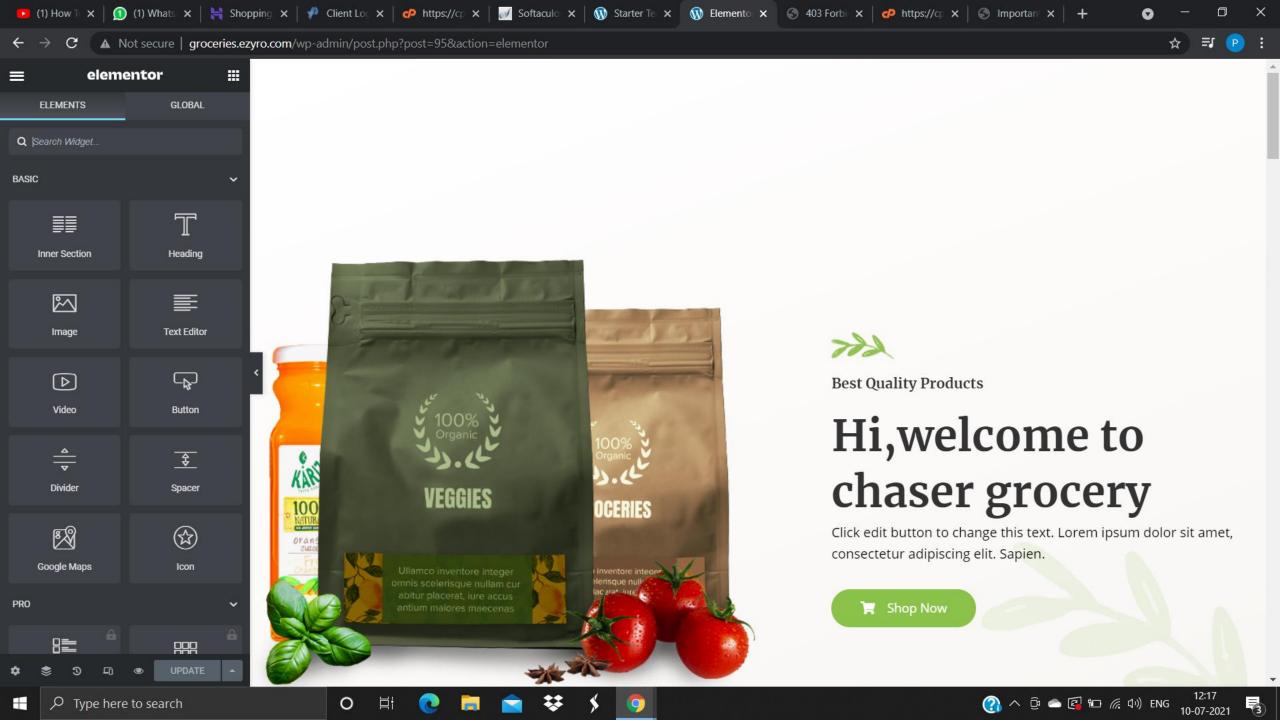
#### INTRODUCTION:

A online **grocery store** (**supermarket**) is a departmentalized self-service <u>retail</u> store offering a wide variety of beauty products, food products, such as produce, dairy, and so forth, along with various household merchandise. It is larger in size and has a wider selection than a traditional grocery store. Supermarkets are generally situated near residential areas for easy access and maximum sales. While supermarkets offer convenience and variety to consumers, they have attracted significant criticism. As with so many advances, both <u>technological</u> and social, self-centered greed on the part of those in authority causes problems. For the supermarket to be beneficial to <u>society</u>, those owning and managing the stores must take responsibility to serve the whole purpose, social and environmental.

Online grocery shopping is a way of buying food and other household necessities using a web-based shopping service. There are two basic methods that people can use to purchase these items online. One is to order them from a local grocery store that participates in <a href="mailto:online shopping">online shopping</a>. A customer can then arrange for a home delivery directly from the store, or he can pick up his order at the store once an employee has assembled it. Another common practice is to order groceries from a large company, such as Amazon or Netgrocer, that will ship the items to one's home.

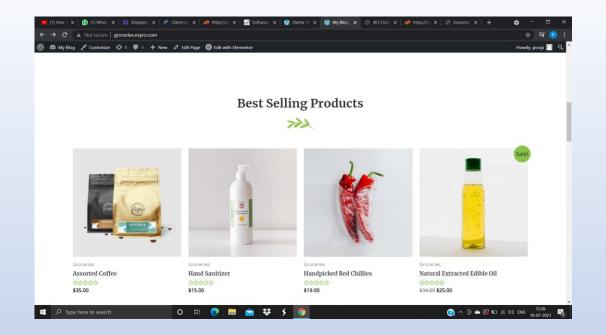
### OVERVIEW:

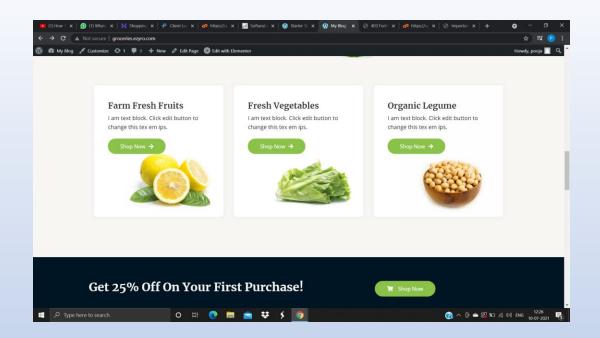
Online grocery shopping can have several advantages. If a customer has a specific list of items to buy, he or she may be less likely to deviate from it by making impulse purchases while browsing store aisles. In addition, shoppers can usually use online and manufacturer's coupons with their orders for more savings when ordering online from the local grocery store. Large companies, such as Amazon, typically waive shipping charges on orders over a certain amount, or for regular customers with a subscription. There are also some perceived disadvantages to online grocery shopping. For people who order in small quantities, the service and delivery fees may not be worth the convenience of shopping from home. In addition, some merchants have a limited selection, and customers may not receive the exact items they want. Many of the larger companies do not offer fresh produce or refrigerated items. Since different companies offer different products, some people choose to do all of their grocery shopping online, while others order only certain products from specialty merchants.

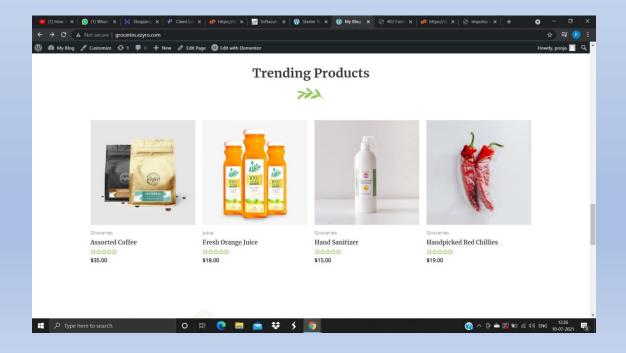


Grocery shoppers have local, national, and international options available to them. Some U.S.-based companies provide delivery throughout the country, while others have limited service areas. For those searching for unique, organic, or international products, there are stores that sell those products online, as well. Many of them offer international delivery, but shipping policies and prices may vary according to the customer's particular location.

A grocery delivery service can be a convenient option for anyone, including the elderly and other people with limited mobility or a lack of transportation. Busy families also tend to take advantage of online grocery shopping services. When picking up an order at the grocery store, customers can usually specify a pickup window, which can be anywhere from 30 minutes at some stores to four hours at others. Other retailers offer next-day pick up or delivery. Deliveries normally include a service charge, and sometimes a fuel charge as well. Orders from a large online company are usually packed at a warehouse, not a grocery store, and then are shipped via a commercial shipping service to the recipient.







## HOME DELIVERY:

**Pros:** Most online grocery stores offer either same day delivery, or a choice of one or two hour next-day delivery slots. This is great for busy people who don't want to have to stay in for hours waiting for a delivery.

**Cons:** Convenience comes at a price. Demand for home delivery, and click-and-collect has rocketed. The pandemic has made more of us reluctant to do our grocery shopping in person. Stores have been quick to take advantage and delivery charges have risen substantially. A few still offer free delivery, but the *quid pro quo* is a large minimum order size.

# PICKUP AND DELIVERY SLOTS

**Pros:** Online ordering usually gives you options of either home delivery, mall locker, or click-and-collect store collection. Most stores specify a two-hour time slot for your grocery delivery or collection; some may narrow it down to just one hour. This makes the service very convenient. With an 18-hour delivery window to choose from, seven days a week, you can easily fit your grocery shopping around your other commitments.

**Cons:** Delivery charges may be higher for the more popular delivery slots, for example on a Friday or Saturday. For major public holidays like Christmas or New Year, delivery slots can get booked up several months in advance. You can avoid excessive delivery charges by booking early and planning your shopping spend weeks ahead.

#### PRODUCT SELECTION

**Pros:** No store wants unhappy customers complaining about having received poor quality goods; that means extra work for their customer complaints department. They therefore aim to only send the freshest produce out on the home delivery orders. A reputable store will give a guarantee that if you are not satisfied with your delivery, then they will give you a refund.

**Cons:** Someone else choosing the fresh items for you (such as meat, fish, fruit, and vegetables) will never seem as good as if you had personally picked out the best in store yourself.

# COSTS, SAVINGS, AND PRODUCT PRICES

**Pros:** Shopping online means that you have saved spending money on gas and parking charges. You will have time to browse all the special offers as you put your grocery order together. You may wish to check the price of big-value items on a comparison grocery shopping website. The comparison sites monitor online and offline grocery prices. They can save you the effort of visiting all the individual grocery sites yourself.

**Cons:** Popular offers may sell out before your allotted delivery time. Even though the supermarket will bring you a substitute item, it may not be appropriate, which can lead to disappointment.

# THANK YOU

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