**Project Name: YOLO STORE**

Web Domain: [www.yolostore.co.uk](http://www.yolostore.co.uk) – registered with [www.godaddy.com](http://www.godaddy.com)

Hosting Account: Not taken yet.

I Need applications (web, apps for iOS & android for all parties including admin) & Desktop application for admin only.

**Flow of work**

**Step 1**. Customer can come to our platform (Yolo Store) --- select or choose one of services offered thru our platform.

**Step 2.** Based on their selection of service, system would take him to relevant service page / screen & take relevant information to complete the order and take payment in full.

**Step 3.** Based on Service Requested, System would process the order and find suitable delivery boy & forward this request to delivery boy to be delivered as per request.

**Step 4.** Once Restaurant accepts order, they will notify to delivery boy when food is ready, then delivery boy will pick up and deliver to customer at designated address.

**Services we offer:**

1. **Gift Delivery – Flower, Cake etc** 
   1. Customer will book delivery to collect cake or flower from a location and deliver to B location. NO multi stops or drops allowed... and booker will pay & track till it gets delivered – Delivery fee applied (dynamic so admin can set up or edit), This delivery fee & fare goes to delivery boy after deduction of Services.
   2. Business Booker can open business account where he/she can book delivery for its customer from their shop. In this case customer will book under this account and pay weekly basis. Payment cycle will be set by admin and admin fee will be applied to each invoice. And late fee apply if payment is not received by due date. Furthermore, system should restrict any bookings till payment received under this account. They should not be allowed to open another account from this address with different details.
   3. Business booker will pay admin fee 2.5% (dynamically set)
2. **Food Delivery – Food Delivery**
   1. Customer will see restaurant list which are registered with our platform and see their menu and select their order and pay – track – delivered – receipt at delivery. No cash payment option allowed.
   2. Restaurant will have option to accept or reject order.
   3. Restaurant Will be charged **Admin Fee** for using our platform. This will be setup by admin and calculated by admin, weekly basis. For example – if restaurant sell £1000 worth of food online and Admin Fee is 5% then they will pay £50 admin fee. Admin will deduct £50.00 and pay £950.00 after admin fee deducted.
   4. Delivery fee is not to include in restaurant’s turnover.
   5. **Delivery Fee** applied additionally (dynamic so admin can set up or edit) which is payable to delivery boy after **Service Fee** deducted. Service fee is set by admin to each delivery boy individually.

**Delivery Boy Dashboard**

* He / she can register online or via app.
* He must upload documents – insurance, Driving licence and system should track its expiry. No driver allowed working after documents expired.
* Driver should upload his / her photo but should not allow changing. Only admin will change.
* Once he / she online, System will send them request of service – he / she will accept or reject. –then do the rest as per requirement. He should be able to see how much he will get pay on this order.
* DELIVERY FEE will be decided based on the type of vehicle used for delivery.
* He can see or Print Monthly Statement for tax purpose. – Detailed or shortened style statement.
* They can see their rewards or bonus in their profile. System should motivate them to get reward so create something like milestone ... for them to see
* They can only view ratings from customers
* They can rate customer on each trips.

**Business Booker Dashboard**

* Can register and open account. Admin will active after checks.
* They pay £5.00 joining Fee one time only. (admin can offer discount if needed)
* They can track live all orders and give feedback if required.
* They can manage their profile.
* They can set fixed pick up location for their shop or business address.
* They view, print all invoices. Not allowed to edit or delete any invoice.

**Customer Dashboard**

* Get Free Credit for Downloading App which will set by admin
* Can register, edit, delete their profile
* They can book for new order – cancel or modify but terms & condition apply. Admin will set restriction when orders cannot be edit or cancel. System will charge cancellation fee on such occasion.
* They can track live all orders and give feedback if required.
* They can complaint or rate delivery boy or restaurant
* They can only view ratings from drivers
* They view, print receipt for any completed orders. Not allowed to edit or delete any orders.

**Restaurant Dashboard**

* Can register and open account. Admin will active after checks.
* They pay £5.00 joining Fee one time only. (admin can offer discount if needed)
* They can track live all orders and give feedback if required.
* They can manage their profile.
* They can add – edit – remove – menu and its item – price – descriptions of menu item
* They can set fixed pick up location for their shop or business address.
* They can only view ratings from customers on the orders.
* They view, print all invoices. Not allowed to edit or delete any invoice.

**General Functionalities**

F1. Rating Management for Customer, Delivery Boy & Restaurant or Vendor

F2. No cash dealings at any point of time

F3. Admin will decide which delivery to go to which delivery boy... so delivery boy will be given attribute ... as below;

* Food delivery (bike & car both can do)
* Cake delivery (bike should not be allowed for this)
* Flower delivery (bike should not be allowed for this)

F4. Whole project and all its features should be dynamically designed and Admin will set all parameters.

F5. Reports and analysis

F6. Complaints Management

F7. Desktop Application for Admin only.

F8. Web site must be user friendly and auto responsive for any devices. (All pages not only home page.) – My domain is [www.yolostore.co.uk](http://www.yolostore.co.uk).

F9. ChatBot

F10. Call Masking Feature so client and delivery boy numbers are not to be seen by any parties. Due to GDPR act in UK. This is very crucial. They can make in-app call and receive notification in-app

F11. We will charge 20% as our service fee to delivery boy for using out platform and which will be deducted from delivery fee they receive from client.

F12. **(MSD Fee) - Multi –Stop Delivery Feature** – where business booker can book via this feature if admin enabled to their profile. Under this Feature system will charge mileage Tariff + MSD Fee (will be set by admin when they enable this feature to the profile.) this feature is only for business book that pays via invoice weekly basis. This MSD fee goes to delivery boy.

F13. Admin can create any profile – restaurant – delivery boy – business booker. & manage it or edit it – or suspend it or delete it.

F14. Discount management for customer

F15. Bonus / Reward management for Delivery Boy

F16. All delivery Charges Based on Mileage System or Fixed Fee System (admin will set to type of delivery )

1. **Mileage Fare System**

Car : Basic Fare £5.00 for 2 miles there after £1.60 per mile + MSD Fee (if applicable)

Bike : Basic Fare £3.00 for 2 miles there after £0.50 per mile + MSD Fee (if applicable)

1. **Fixed Fee**

Car : Fixed Fee + MSD Fee (if applicable)

Bike : Fixed Fee + MSD Fee (if applicable)

F17. Customer or business booker can select mode of delivery based on their choice and pay delivery fee accordingly. They can set on their profile too as fixed settings. For example by default : by car/ by bike / any

* + - 1. By car £0.00 (fee set by admin)
      2. By bike £0.00(fee set by admin)
      3. Any £0.00(fee set by admin)

F19. Cancellation policy and terms.

* Food Orders: Customer can cancel only if restaurant not accepted. After restaurant accepted, and customer try to cancel, and they will pay cancelation fee set by admin.
* Gift Delivery: Cancelation Fee Applied – if trips are cancelled after assigned to delivery boy. Cancellation fee is set by admin.

F18. Business Booker 2.5% (dynamically set) or Restaurant 5% (dynamically set) & delivery boy will pay 20% (dynamically set) to us. This is our income for tax purpose. In our income report this should show as income... set income title as below

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item No** | **Income Type** | **Turnover** | **Fee** | **Gross Fee** |
| A. | Admin Fee from Business Booker(s) | £1000.00 | 2.5% | £100.00 |
| B. | Admin Fee From Restaurant(s) | £2000.00 | 5.00% | £25.00 |
| C. | Service Fee From Delivery Boy(s) | £20,000.00 | 20.00% | £4000.00 |
| D. | Total Gross Income |  | - | £4125.00 |