**Proposal for Sankalan’s cafe website**

**Objective:**  Currently no digital platform is present for the café, tasks are mostly done manually. It leading more time consuming, error prone business operation leads to marginal profits and less opportunity for growth. Also few peoples know about the cafe. To solve this issue, creating a digital online platform which is accessible for 24X7 from anywhere. Customer can view and purchase cafe’s offerings and get ordered item delivered in their location. Customer can also book table from here. It attracts more customer to access the service.

**Proposed solution:** A responsive website will be built. This online platform there is an admin portal, customer portal (for external use only), manager portal, staff portal and accountant portal. Each them has respective functionality. Only admin can modify customer, manager, stock listing manager access.

**Customer portal**

**Purpose**: Through this online portal (website) customer can order item, book a table, view stories, item description, gallery, blogs, cafe location & give review of the cafe from the portal. Customer can search and add item (coffee) to cart.

**Login and registration:**

**Purpose:** On click homepage login button (placed in header) customer go to login page. New customer can do registration from this page.

**Key functionalities:**

**Login**

* For login, registered customer have to put valid email id as user name and password. Here front end data goes to database (backend) for authentication. After a successful authentication customer redirect to homepage.
* Customer can login through google or social media account. On click login button API call and after successful authentication redirect to home page.
* There is a password hide/unhide icon present in password field in registration form fill up page.

**Forget password**

Customer can use ‘forget password’ button from login page. On clicking, the password fetched from backend and goes to customer registered email or mobile. Customer can redirect to homepage after giving password.

**Registration**

**Purpose:** Customer have to register for accessing all services & securely purchase item from the website.

**Key functionalities:**

* User can register from login page by clicking ‘Create an account’ (CTA) button.
* Customer have to put a valid email id as user name & minimum 8 digit password. Email id & password validations are checked in frontend. After successful registration customer get notification by message & email and landed on home page. Also admin can view newly registered user from admin portal and get notified by email or message. Customer data are store in database.

**Home page:**

**Purpose:** Customer can view, browse variety of item or book table from home page that finally lead to a purchase.

**Key functionalities:**

The page contains login button on, brand logo (left top). Navigation link is present in header for faster product checkout. Nav bar contains cart icon, book a table button, item categories, café locator, about us (cafe story or history).Ability to browse different item categories (Ex- coffee, Espresso, Cappuccino etc.) with related images. Book a table by clicking on ‘book a table’ (CTA) button present in header.

**1. Login & registration:**

Login button (CTA) present in header. On click redirect to login page.

* New customer can register with register button (CTA) present in login page.
* Customer can redirect to profile page present in header icon where user can check order status and view/update personal details.

**2. Account info:**

**Purpose:** Customer can view, access own account, edit personal info, display image etc.

**Key functionalities:**

On click account icon customer goes account page to view account details and check activity logs. Data fetched from database for this operation.

**3. Table reservation (Dine in):**

**Purpose:** Registered customer can book one or more table based on table availability.

**Key functionalities**:

* Customer have to login & click ‘Book a table’ button placed in header to do this. On click redirect to reserve din in page.
* Customer have to fill or select data from drop down box in front and check availability by choosing date, time, number of people. Also submit name, email and contact number in textbox.
* Booking API (rest) is call during this checking availability of table and show in frontend. Availability status is show in same page. If available customer have to click ‘book’ button. After a successful booking automatically redirect to next page as ‘booking confirmed’ and then redirect to order confirmation page. This page show booking invoice and can download. Customer will received a booking notification by message or email after confirmation
* Data stored though a booking API.
* A booking request comes to manager. Only manager can accept or reject booking.
* Customer can book from third party app. A booking API integrated with third party app for this. Customer can check table availability. After confirmation of table availability, customer receive a booking notification by message or email.

**4. Item category (Menu):**

**Purpose:** Customer can view menu & choose various categories of coffee in this section.

**Key functionalities:**

* Proper image of the coffee clearly visible. On click image redirect to item details page for detail info.
* Customer can view short description with image, price and review.
* All the details and image/video stored & fetch from database.
* Admin can add, edit and delete Item from the website.
* Admin can activate/deactivate item from the site.

Buy and add to cart button is present for the product shown in image. Customer can directly buy the item through check out process or add to cart for later purchase by using add to cart button.

**5. Search & filter products:**

**Purpose:** To search and filter specific item or service or keywords from search box. Choose particular items mostly various types of coffee only. Filtering based on price, review & availability.

**Key functionalities:**

* Customer can write & search product in search bar placed in header.
* REST APIs are call for fetching and filtering data based on user search in customer portal or in third party app. Results are shows in customer portal as well or third party app through API also.
* Search result redirect to product listing page. This contains specific product or product list, price & show stock availability. Customer can directly purchase or add to cart item with respective button.
* Search bar present at header.

**6. Item details:**

**Purpose:** Customer can view item details like description, price, customer review etc. in this section.

**Key functionalities:**

* Customer can view detailed item description with image (aligned in left side of the description), zoom in option, price, customer review etc. after select an item from list.
* All the details and image/video stored & fetch from database.
* Customer rating & review are in same page.
* Customer can directly buy the item through check out process or add to cart for later purchase by using add to cart button.
* Customer can have link share option that could be posted on social media.

**A. Direct buy**

Customer can directly buy selected item from product details page using the ‘Buy’ button below the product item image. On click button redirect to checkout page. Without registration customer unable to complete checkout. Customer can buy only one selected item.

**B. Add to cart**

**Purpose:** Customer can temporary save the specific item in a virtual basket for later purchase.

**Key functionalities:**

* Customer can add, remove one or more selective products. ‘add to cart’ button is just below of item image and right of the ‘buy’ button.
* Customer can save product in cart without registration and later checkout after registration.
* Customer can checkout one or more products at a time.
* There is a ‘add to cart’ (CTA) button specific for this function and can add or remove item directly from this.

**7. Checkout process:**

**Purpose:** Customer can start to complete purchase from this page.

**Key functionalities:**

* Only registered user can do this or by logging in.
* During this process, customer have to choose delivery option first. (ex-normal, express)
* Then user can view order summery in detail.
* Then user have to give billing, payment, shipping details or select if already have (fetch from database).
* Then choose payment & shipping methods.
* Review tax, shipping, and any additional fees before the final step to proceed. Then on click ‘pay’ button redirect to payment gateway and verify transaction.

**8. Payment method**

**Purpose:** Customers can securely enter and submit their payment information for completion of transaction through integrated payment gateway.

**Key functionalities:**

* Accepts various payment mode credit, debit cards, digital wallets, upi, COD.
* On submission of payment details, an API call to verify payment details.
* Customer enter payment mode detail in respected field and verify OTP. OTP sends to registered number and email id.
* After OTP verification and successful transaction, customer get confirmation emails or messages or both, shows order tracking.
* Customer can cancel order before shipping. On click ‘cancel’ button customer notifies by email & message as well as manager.

**9. Order confirmation:**

After a successful transaction, redirect to this page only for view. The page contains an auto generate order id, invoice, expected delivery date notification will reach to customer as well as admin by email or message. Data are fetch from database.

**Key functionalities:**

* Customer can view & download invoices in pdf on click ‘view invoice’ & ‘download’ button respectively.
* Customer can check invoice history.

**10. Order Tracking and delivery:**

**Purpose:** Customers can monitor their order confirmation to delivery through real time updates from the portal. Also can check via message or email. Admin can also monitor from admin portal.

**Key functionalities**:

* Shows live status and location of the order.
* Updates real time when statuses change.
* Customer can view order status which is coming from third party courier by shipping API calling.
* Sends alerts order confirmed, shipped, in-transit, delivered etc.
* View and manage all shipment details, delivery estimates, and history.

**11. Return:**

**Purpose:** Customer can return item after purchase if not satisfied with the quality under a specified time (ex-10 days) which is set by super admin. Only ordered items can be replaced or refunded. Return will not work on some non-returnable products.

**Key functionalities**:

* Specific return option should be present with specific CTA button.
* Customer can return under an auto system generated specific period of time. After that it’s not possible to do.
* Customer have to show specific reason of return. Admin can accept or reject after verification.
* Customer can set specific date time location for return pickup and get notified by system generated message or email.
* In case of refund, customer can select mode of payment. (Ex- original payment mode, wallet etc.) & get notified by system generated message or email of estimated time of refund.
* In case of replacement, customer can choose preferable delivery date & monitor status through real time updates from the portal though shipping API call. Also can check via message or email.

**About us page:**

In this section contains store history and story description with images for strong brand presence for customer posted by super admin.

**Galary & blog page:**

This section contains store various images of different occasion and details. From interior to events shows in this section. This attracts customer more leads to more revenue posted by super admin.

**Footer:**

**A.Download app:**

In footer customer get downloadable android ‘app link’ click on ‘Get the app’ button. Also customer can get direct link to access platform features like helpline, contact etc. posted by super admin.

**B.Store locator:**

**Purpose:** Customer can search & view location of the store.

**Key functionalities**:

There is map present in store locator sector. This map integrated with google map API. On write & search google map API call and redirect to google map page and show the desired place with store indicator.

**C.Contact us:**

**Purpose:** There is visible contact to us link for customer if any query. Admin solve the quarries and give satisfactory resolution to the customer.

**Key functionalities**:

* On click ‘contact us’ link in footer, redirect to contact us page.
* Contact form with submit buttons. Contact form has first name, last name, email, contact number to fill up.
* Customer can fill up form with queries and give email or contact number. Admin will revert back.
* Customer can view contact us links from footer.
* Customer be contact through social media. On click social media icon, redirect to respective platform and put queries there.

**D.Social media:**

**Purpose**: This contains social media links like face book, Instagram, whatsapp etc. On click redirect to respective site to get more details and stories of the store.

**E.Terms & condition:**

**Purpose**: This contains stores terms & condition that customer can check. On click redirect to respective page to get more details and stories of the store.

**Super Admin portal**

**Purpose:** There is only one super admin (owner). A super admin can monitor & control whole business operation of all cafe stores from this portal. It contain various functions like assign staffs, giving access to staffs, assign manager, assign accountant ,delivery tracking, contact manager, report accountant.

**1. Super admin login:**

**Purpose:** A super admin have to authenticate before accessing the portal. Without authentication admin will not be able to access portal.

**Key functionalities**:

* On opening super admin portal login screen will open. From login Screen super admin can securely login with email and password.
* If entered wrong user name or password an alert will show under the text field in frontend without reloading.
* Super admin have password recovery option to reset forgotten passwords. On click forget password button, password sends to registered email & mobile.
* Data are stored in database and fetched calling from frontend.

**2. Dashboard Overview:**

**Purpose:** This section provides dashboard over view of sales report (monthly, yearly), view admin, view manager, view accountant revenue report, monitor inventory & expense monitor.

**Key functionalities**:

* Super admin can view all data in suitable graph format.
* Super admin can get alerts for low stock, pending orders.
* View return status with details.
* If there any issues, super admin can directly contact admin, manager and accountant from dashboard from each of the sections of each store individually.

**3.Admin management:**

**1. Assign Admin:**

**Purpose:** Super admin has ability to assign admin for a café store.

**Key functionalities**: Super admin can include a person by kyc verification from own portal through API with government portal. On successful verification, super admin assign the person as admin for a store. Manager and accountant will be notified by email or message.

**2. Admin access:**

**Key functionalities**: Super admin can access login credentials of admin. Data are store & fetched from database from all stores.

**3. Admin report:**

**Purpose:** Super admin can get various reports from admin.

**Key functionalities**: Super admin can access (view, edit & download) various reports from admin like delivery, expense, stock (inventory), payment, sales and miscellaneous reports. Each section has individual respective button.

**4.Staff management:**

**1. Assign staff:**

**Purpose:** Super admin has ability to assign staff for a role for all café stores.

**Key functionalities**: Super admin can view all the verified selected staffs from all stores which is done by respective manager of each stores. Based on their ability admin assign them and notify to manager. Manager notify to staff & super admin.

**2.Staff access:**

**Key functionalities**: Super admin can access login credentials of all staffs, delivery person, manager, accountant including customers of all stores. On behalf on admin, super admin can access this if staffs have any profile related issue. Data are store & fetched from database from all stores.

**5.Manager management:**

**1. Assign manager:**

**Key functionalities**: Super admin can assign manager under an admin for all stores from this portal. All the details of manager and store will be show here. Super admin can select them from there. Data are store & fetched from database from all stores.

**2. Contact manager:**

**Key functionalities**: Super admin can contact and report manager of all stores from this portal for any operational issues. All the details of manager and store will be show here. Super admin can select them from there. Data are store & fetched from database from all stores.

**5. Accountant management:**

**1.Assign accountant:**

**Key functionalities**: Super admin can assign accountants under an admin for all stores. All the details of accountant and store will be show here. Super admin can select them from there. Data are store & fetched from database from all stores.

**2. Contact accountant:**

**Key functionalities**: Super admin can contact and report accountant of all stores from this portal for any operational issues. All the details of accountant of store will be show here. Super admin can select them from there. Data are store & fetched from database from all stores.

**6. Expense monitor:**

**Key functionalities**: Super admin can monitor expenses of all store. Super admin can view sales report presented by managers. Data are store & fetched from database from all stores.

**Admin portal**

**Purpose:** Admin can control such functions like item listings, view order status, view return status, view data, check analytics, track expenses get notification and control account of customer. To attract more customer, under 10 km from the café’s location, delivery service available. Admin can control manager and accountant.

**1. Admin login:**

**Purpose:** An admin have to authenticate before accessing the portal. Without authentication admin will not be able to access portal.

**Key functionalities**:

* On opening admin portal login screen will open. From login Screen admin can securely login with email and password.
* If entered wrong user name or password an alert will show under the text field in frontend without reloading.
* Admin have password recovery option to reset forgotten passwords. On click forget password button, password sends to registered email & mobile.

**2. Dashboard Overview:**

**Purpose:** This section provides dashboard over view contains item listings, sales report (monthly, yearly), revenue report, monitor inventory (stocks), payments, expenses, cart analytics of customers. It contain various functions like customer account management, delivery tracking, manager report, accountant report.

**Key functionalities**:

* Admin can view all data in suitable graph format.
* Admin can get alerts for low stock, pending orders or system updates.
* View return status with details.
* If there any issues, admin can directly contact manager or accountant from dashboard from each of the sections.

**3. Content Management:**

**Purpose:** Inform customer about items, services, gallery, images, blog and related info about the store.

**Key functionalities**:

* Admin can add, edit, delete content as much as can.
* Admin can gives easy updates to items.
* Admin can show opening hours, contact information & other information in footer.
* Admin can show gallery, blogs (image/video/text) etc.
* Admin have CTA button each of this actions.

**4.Customer account:**

**Purpose:** Admin can view customer analytics, control customer account and perform various activity.

**Key functionalities:**

* Admin can resolve customer’s pending action if any.
* Admin can update customer profile info, account status, order history/tracking, activity logs etc.
* Admin can create new customer account (manually), reset password and deactivate account.
* At time of customer account creation a unique customer id is generated from admin or customer portal.

**5.Manager :**

**Purpose:** Admin can view manger’s report, alert, suggestion, contact and perform various activity.

**Key functionalities:**

* Admin can view stock alert created by manager.
* Admin can view various reports sent by manager.

**6.Accountant:**

Admin can receive & view financial report from accountant. If found any error can inform accountant by sending text, image, video, pdf format from respective field from here. Data store in database. Only admin give the credential and access to the account to use their respective portal. Admin also send accountant details & assign under the manager.

**7.Report:**

* Admin can view and receive various reports like payment report, sales report, stock report (inventory) in various file format like pdf, xls, word, text, image etc from manager.
* Admin can filter report and can download report from their portal.

**8.Item management(Inventory):**

Admin can view total item stock of the cafe based on staff and manager’s stock or inventory report. Based on this report admin can approve manager to maintain stock.

**9.Staff module:**

**Purpose:** Staffs are working member that gives services in cafe. Staffs are working under manager. Admin can monitor staffs activity.

**Key functionalities:**

Admin can include a staff by kyc verification from own portal through API with government portal. On successful verification, manger will receive staff details. Manager send this details to super admin. Then super admin approve staff and give credential for that staff. Manager handover credentials to staff. Staff can login with that credential from their respective portal.

**10. Track expenses:**

Admin can view budget along with manager and accountant for miscellaneous operations like infrastructure, renovation, floor plan or design which is given by accountant. Admin approve budget and give clearance to accountant. Then money hand over to manager from accountant.

**11. Delivery:**

**Purpose:** In this module, admin can check an order status and track delivery which is mainly comes from delivery person. After a successful delivery manager as well as admin get delivery report by email or message. Through API call data send from delivery person to admin.

**12. Leave:**

Admin can view leaves applied by manager from here & process accordingly from this section. Leaves are approved by admin. Admin could assign task to staff member in absence of manager. Data are saved in database.

**Manager portal**

**Purpose:** Manager can control and manage whole café operations.

**Key functionalities**:

Manager monitor order booking, table reservation, item pricing, monitor inventory (coffee, Espresso, Cappuccino etc.), tracking orders, tracking return, view data, check analytics, get notification from staffs, accountant, delivery person.

* Also involve in infrastructure and floor plan or interior with admin for expense approval.

**1.Manager login:**

**Purpose:** Manager have to authenticate before accessing the portal. Without login manager will not be able to access portal.

**Key functionalities**:

* In login Screen a manager can securely login with email and password.
* If entered wrong user name or password an alert will show under the text field in frontend without reloading.
* Manager can have password recovery option to reset forgotten passwords. On click forget password button, password sends to registered email & mobile.

**2.Dashboard overview:**

**Purpose:** This section provides real time insights of functions like item listings, sales report (monthly, yearly), revenue report, monitor inventory, orders tracking and admin reporting status.

**Key functionalities**:

* Manager can view all data in suitable graph format.
* Manager can get alerts for low stock from staff, check pending orders and delivery.

**3.Staff management:**

**Purpose:** Manager can monitor and instruct various staffs working in cafe.

**Key functionalities**: Manager can view stocks or items quantity based on reports of kitchen staff or cook and other staff also. Manager can accept or reject order based on this report.

**4. Accountant:**

**Purpose:** Manager view and take action on the reports send by accountant.

**5. Track expenses :**

Manager can create budget and shows to accountant for miscellaneous operations like infrastructure, renovation, floor plan or design. Admin approve budget and give clearance to accountant. Then money hand over to manager from accountant.

**6.Item management(Inventory):**

**Purpose:** Manager can manage item related multiple activity.

**Key functionalities**:

* Manager can add and edit existing items titles, descriptions, media (image or video), pricing.
* Manager can check real-time stock and create auto generated stock alert to maintain availability.
* Manager can change price, discount rate, amount of discount.

**7.Admin report module:**

**Purpose:** Manager can report admin on any issue from this module by text, image, pdf etc. from respective fields. Manager will receive message or email or can view from admin section from their portal.

**Key functionalities**:

* Manager can send customer list, payment report, sales report, stock report (inventory) to admin in various file format like pdf, xls, word, text, image etc.
* Admin can filter report and can download report from their portal.

**7.Query :**

**Purpose:** Manager can receive and resolve staff or delivery person’s query through this section by text or image/video etc. Staff or delivery person’s are write query from their own portal and manager receive directly though backend process.

**8.Order Management:**

**Purpose:** Manager can track order from placing order to delivery by customer.

**Key functionalities**:

* Manager can do real time stock availability by stock listing manager or based on kitchen staff. Based on that order accept or reject by manager.
* Manager can update shipping and delivery time.
* Cafe can have own carrier or have third party carrier service for delivery.
* Checking successful or failed order.
* Once checkout done manager can process order and update stocks then generate invoices. Customer would get invoices by email and a physical copy at the time of delivery.
* Sometimes order can be delivered by third party courier delivery due to failure of own carrier. When an order placed it call a third party delivery API and admin can check status from the portal.
* Sometimes order can be cancelled due to unavailability of courier service.
* After a successful delivery manager get delivered message or email.

**A. Cart management:**

**Purpose:** Manager can manage cart item added by customer and can assist during checkout.

**Key functionalities:**

* Manager can view customers' cart including product details, quantities, other details and can edit or delete based on customer query. Specific CTA button is present for this operation.
* Manager can set minimum order value, shipping options (Standard, express).

**B. Checkout management:**

**Purpose:** Manager can see carts or items status that are in the checkout process.

**Key functionalities:**

* Monitoring checkout process related information like shipping address, payment information.
* Manage payment related activity, return or refund or any other issues.

**C. Delivery management:**

**Purpose:** Manager can monitor order delivery through real time updates from the portal. Admin can also monitor from admin portal.

**Key functionalities**:

* Shows live status and location of the order.
* Updates real time when statuses change.
* Manager can view order status which is coming from third party courier by API calling.
* View and manage all shipment details, delivery estimates, and history.

**D. Return management:**

**Purpose:** Manager can initiate replace return or refund process after proper verification.

**Key functionalities:**

* Manager can set specific return period (Ex-7 days from the day of purchase) for the customers.
* Customer have to send returnable item image or video uploaded through customer portal. Then manager verify purchase date, that image/video which uploaded by customer from customer portal. After verification manager can approve or reject return or refund request based on stock availability.
* On return approval, customer, delivery person as well as admin will get a return confirmation notification by message or email with proper shipping details.
* Delivery person accept the order and pick up from customer submit to store.

**9. Table Reservation management:**

**Purpose:** Allows manager to manage new table reservation request, accept or reject based on table availability and stock availability direct from customer.

**Key functionalities:**

* Manager will receive notification if a new order or booking is generates from customer. Notification is shows on admin portal’s notification icon.
* Manager can accept or reject booking based on table availability. Manager can view reserved and unreserved table. Manager can reject duplicate request generated by system.
* Manager can view, accept or reject request generates from third party app as well. Based on manager activity, customer can check booking status from third party app.
* Manager can change price, discount rate, amount of discount, table availability.
* Manager can have table booking list from panel from where check. Data fetch from database.

**10.Salary:**

* Manager can add salary details from this section and staffs can view detail from their portal.
* Based on various things salary will be calculated. (Ex- deduction based on leaves etc.).
* Salary transfer from company’s account to every staff’s account including admin.

**11.Leave:**

* Manager can view leaves applied by staffs from here process accordingly. Leaves are approved by manager. Manager can assign task to staff member in absence of staff.
* Manager create leaves policy and uploaded from here.

**Staff portal**

**Purpose:** Various staff members are there in café like kitchen staff or cook, dishwasher, barista etc. Staff can view order & access account from here.

1. **Stuff login:**

They have to authenticate before accessing the portal. Without login staff will not be able to access portal.

**Key functionalities**:

* In login Screen a staff can securely login with email and password.
* If entered wrong user name or password an alert will show under the text field in frontend without reloading.
* Staff can have password recovery option to reset forgotten passwords. On click forget password button, password sends to registered email & mobile.

**2. Track expenses :**

Accountant can view budget which is created by manager for miscellaneous operations like infrastructure, renovation, floor plan or design. Admin approve budget and give clearance to accountant. Then money hand over to manager from accountant.

**3. Item management(Inventory):**

**Key functionalities**:

Staff can check stocks, like kitchen ingredients or coffee and update to managers. Based on update manager can accept or reject order or booking from customer.

**4.Order management:**

**Purpose:** Staffs are get role based order from manager. Staff receive order and complete it

**Key functionalities**:

* Manager sends order to cook or other staff. After order completion manager and delivery person receive notification.

**5.Delivery:**

* Delivery person receive notification of an order from staff and can accept or reject.
* On accepting order, customer, manager and admin will get a notification.
* On successful delivery manager & admin get notification.

**6.Salary:**

* Staff can view salary details from this section. Data fetch from database which is stored by manager.

**7.Leave:**

* Staff can apply for leave from here and check status. Leaves are approved by manager.
* Staff can view leave policy from here which is created by manager.

**8. Report Manager module :**

* Staff can report or inform manager about any issues by text, image or video etc.

**Accountant portal**

**Purpose:** Accountant manages all financial aspects of the business, from recording transactions to analysing performance, give suggestion based or sale report of the café to increase profit.

1. **Accountant login:**

**Purpose:** An accountant have to authenticate before accessing the portal. Without authentication accountant will not be able to access portal.

**Key functionalities**:

* On opening admin portal login screen will open. From login Screen admin can securely login with email and password.
* If entered wrong user name or password an alert will show under the text field in frontend without reloading.
* Admin have password recovery option to reset forgotten passwords. On click forget password button, password sends to registered email & mobile.

1. **Report:**

**Purpose:** Accountant send all financial report to manager.

**Key functionalities**:

* Accountant sends report to manager are on bestselling items or stocks choosing item from list.
* Accountants sends sales analysis report to manager. Manager can view it from dashboard.
* Also send some suggestion on cost cutting to manager. They can use text, upload image or pdf for this operation.

1. **Customer payment**

* Accountant can check customer transaction status (successful or failed) & create sales report based on this.

1. **Report to admin**

* Accountant sends financial report to admin from this section by text, pdf, xls, word format from frontend respected field. Admin get notification & check that from own portal.

**Delivery person portal**

**Purpose:** This portal is for the delivery persons as they can receive order and can accept or reject. Then deliver item to the customer location.

**Key functionalities**:

**1.Login:**

* Only super admin can create a delivery person credential under staff. Admin can include a person by kyc verification from own portal through API with government portal. On successful verification, manger will receive staff details. Manager send this details to super admin. Then super admin approve staff and give credential for that staff. Manager hand over credentials to delivery person & can login with that credential from their respective portal.

**2.Order :**

* Delivery person when accept order it’s notified to manager, admin and customer. If a customer booked from a third party app it also get notified from there using booking API.
* Delivery persons get order complete notification from staffs.
* Third party courier delivery person also get notified about the order and can update order status from there. Manager also get update from third party app about the delivery.
* After successful delivery, it’s notified to manager, admin and customer by email or message.

**3.Salary:**

* Delivery person can view salary details from this section. Data fetch from database which is stored by manager.

**4.Leave:**

* Delivery person can apply for leave from here and check status. Leaves are approved by manager.
* Delivery person view leave policy from here which is created by manager.

**5.Report:**

* If a delivery person has any query can directly connect to manager through this section. Manager give resolution from their query section.

**Key Deliverables**

* **Discovery -** Market research, competitive analysis, shipping strategy.

Timeline- Weeks 1–2

* **UX/UI Design -** Wireframes, design, seller & customer portal flows.

Timeline- Weeks 3–6

* **Core Development-** Seller portal, customer portal, payment & logistics.

Timeline- Weeks 7–20

* **Integrations & Testing-** Payments, shipping.

Timeline- Weeks 21–28

* **Launch-** Launch seller & customer portal.

Timeline- Weeks 29–32

**Technical Stack**

Frontend: Next.js and Vue.js

Backend/API: Node.js and Express.js, booking, shipping, map, search api integration. Nodemailer api integration for sending email and twilio for messege.

Database: MongoDB

Authentication & Payment: NextAuth.js and Paypal or Razorpay

Payment gateway integration &

third party payment gateway integration.