

## **CONCLUSION DERIVED FROM THE INTERVIEWS**

**Product Description Needs:** The Seller must Mention the Size, Weight of the Items that they want to deliver. They must also mention if the Items are perishable while listing it on the website. This will help the Rider to confirm if he will need an Auto or will a Bike do the Job.

**Address Requirements:** The Seller and the Buyer must mention their Address so that the Rider gets an idea of the place that he/she has to travel and can plan accordingly.

**Communication:** The Seller and Buyer must mention their number while listing their product and buying their product, so that they can coordinate the rider so that he/she can pick up and deliver the product with ease. The Riders prefer calls for communication rather than messages on the Application.