

Grocery Delivery App Feature Outline

Admin Role Suggestion

- Dashboard Analytics: Dashboard to provide insights such as total sales, most active clients top-performing delivery guys etc. Analytics for client retention, average delivery times, and areas with high demand.
- Inventory Management: low-stock alerts to notify the admin when certain products need restocking.
- User Management Enhancements: categorise users (e.g., VIP clients, loyal customers, etc.) to offer personalised promotions. Option for email or SMS notifications for important updates like promotions or policy changes.
- Order and Delivery Management: Ability to assign or reassign delivery guys to a delivery task manually. Admin to communicate directly with clients and delivery guys through a chat system. Refund in case of damaged or wrong items. Track locations of delivery guys
- Product Management: Add categories and tags for products to make searching easier for clients. Allow adding promotions, discounts, and special offers on specific products.

Client Role Suggestion

- Product Browsing and Filters: Search functionality with filters like category, price range, brand, and rating. See product ratings and reviews to get more information before making a purchase.
- Payment Options: Can pay on the app via m-pesa or cash on delivery
- Order History and Tracking: Clients can view previous purchases and reorder easily. Can track delivery status with real-time updates on the delivery guy's location. View an estimated delivery time based on the delivery guy's current location.
- Notifications: Push notifications for order confirmation, dispatch updates, delivery arrival, and promotions.
- User Profile Management: Clients manage their profile, payment preferences, and communication preferences.
- Loyalty Program: Rewards or loyalty program where clients earn points for each purchase, which they can redeem for discounts or free delivery

Delivery Guy's Role Suggestion

- Job Assignment and Scheduling: Delivery guys can see upcoming scheduled deliveries or tasks assigned to them. Option to accept or decline delivery requests with an automated fallback to assign to the next available delivery guy.
- Navigation Assistance: Navigation assistance using google maps or similar for easy routing and estimation of delivery time based on traffic conditions and best route options.
- Order Management: Order checklist for the delivery guys to verify the items to be delivered. Feature to update delivery status (e.g., 'Picked Up', 'On the Way', 'Delivered').
- Earnings Dashboard: A simple dashboard for delivery guys to track their earnings, bonuses, and tips. Provide a history of deliveries made, including payments collected.
- Communication Features: In-app chat to communicate directly with the admin or clients if there are any delivery issues. Provide notifications for new delivery requests, changes in delivery assignments, and updates from the admin.
- Performance Metrics: Include a performance report for delivery guys, highlighting things like delivery times, customer feedback, and delivery success rate.

Additional features to consider

- Support System: A help and support section for clients, including FAQs, live chat.
- Rating and Feedback: Allow clients to rate and provide feedback on delivery guys and their overall shopping experience. Delivery guys could also rate clients for smoother deliveries.
- Promotions and Marketing: Referral system where clients can invite friends for discounts. Admin can send out promotional codes, discounts, or seasonal offers.
- Offline Mode: Offline mode for the app, where clients can browse products even without an internet connection and sync when they are back online.