Scope of Work

Admin Panel (Web)

• **Order Management**
 Manage all customer orders, including status updates, cancellations, and refunds, to ensure smooth operations.

• **Inventory Management**
 Add, update, or remove products and track stock levels to avoid shortages or overstocking.

• **Analytics and Reporting**
 Access detailed reports on sales, inventory, and user activity across the Merchant and Delivery applications to support informed decision-making.

• **Product Management**
 Manage product details such as names, descriptions, images, pricing, and variants for an organized catalog.

• **Discounts and Promotions**
 Create and schedule offers, discounts, and seasonal campaigns to increase customer engagement and sales.

• **Category & Subcategory Management**
 Organize products efficiently through flexible category and subcategory controls.

• **Social Media Management**
 Update and manage social media links to maintain brand consistency and engagement.

• **Performance Monitoring (Cloud Panel)**
 Monitor system performance and server health to ensure uptime and reliability.

• **Order Check Management**
 Verify orders to ensure accuracy in selected products and options.

• **Vendor & Delivery Partner Management**
 Add, remove, and manage vendor and delivery personnel details securely and efficiently.

User Panel (App)

• **Home Screen**
 Browse categories, featured products, and current offers.

• **Search & Filters**
Find products easily using filters such as price, brand, and category.

• **Product Details**
View detailed descriptions, images, pricing, and availability.

• **Cart Management**
Add, remove, and review products before checkout.

• **Secure Checkout**
Multiple payment options including cards, UPI, and wallets.

• **Order Tracking**
Real-time GPS-based tracking of deliveries.

• **Profile Management**
Manage personal details, delivery addresses, and payment information.

• **Order History**
View previous orders and reorder favorite items.

• **Notifications**
Receive alerts for order updates, promotions, and offers.

• **Customer Support**
Access live chat or support channels for quick issue resolution.

• **Personalized Recommendations**
Product suggestions based on user preferences and activity.

• **OTP Verification**
For secure final delivery. DLT registration will be the client's responsibility. Guidance will be provided.

Vendor Panel (App)

• **Vendor Dashboard**
Monitor sales, products, and earnings from a single dashboard.

• **Product Management**
Add, update, or remove products with images, descriptions, and pricing.

• **Order Management**
View and process incoming orders with customer details.

- **Delivery Management**
  Automatically assign orders to the nearest available delivery partner.

- **Earnings Tracking**
  View total revenue, pending payouts, and transaction history.

- **Notifications**
  Instant alerts for new orders, transactions, and important updates.

- **OTP Verification**
  For secure delivery completion. DLT registration will be the client's responsibility. Quantum Brize will guide accordingly.

Delivery Partner Panel (App)

- **Order List**
  View assigned orders with complete pickup and delivery details.

- **Vendor Assignment**
  Automatic assignment to the nearest available vendor or delivery partner for faster deliveries.

- **Two-Merchant Delivery Coordination**
  Single delivery partner can collect items from nearby vendors and deliver them together to one customer.

- **Real-Time Navigation**
  GPS-enabled navigation for optimal routing and faster deliveries.

- **Order Status Updates**
  Update order stages such as Picked Up, In Transit, and Delivered.

- **Delivery Confirmation**
  Secure delivery confirmation via OTP or digital signature.

- **OTP Verification**
  For secure delivery completion. DLT registration will be the client's responsibility. Quantum Brize will provide guidance.

- **Earnings Summary**
  Track completed deliveries and view earnings history.

- **Support via WhatsApp**
  Quick access to support for delivery or app-related issues.