PROJECT PROPOSAL - DELIVERY APP

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Abstract

A flexible mobile app which can be integrated seamlessly by any business looking to establish an online presence and expand their customer base

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Problem Statement:

A need for a flexible delivery app that caters to customers and vendors, enables real-time tracking, inventory management, and has an admin panel for monitoring and managing vendor accounts, sales, and customer data, and able to be integrated by any business looking to establish an online presence and expand their customer base.

Abstract:

The increasing demand for online shopping and home delivery services has created the need for a more efficient and user-friendly delivery app. This paper presents the design and development of a generic delivery app that addresses the needs of customers and vendors. The app allows customers to place orders from multiple vendors, track their deliveries in real-time, and rate and review the delivery service. For vendors, the app facilitates inventory management, real-time order notifications, and easy order fulfillment. The app also has an admin panel for managing vendor accounts, monitoring sales and customer data, and making app-wide changes. Additionally, the app is flexible enough to be integrated seamlessly by any business looking to establish an online presence and expand their customer base. The app aims to improve the overall delivery experience for customers and vendors and make it easy for businesses to go online.

Feature Set:

1. Splash screen with brand logo
2. Login/Register with email or social media
3. Search and filter options for vendors
4. Search and filter options for products
5. Rating and Reviews
6. Pre-Order for pickup/delivery
7. Payment options (e.g. wallet, cash, online)
8. My Orders
9. Favorite vendors/products
10. Cart
11. Change account details

If time/resources allow we might add the following too:

1. Push notifications for order updates and delivery status
2. GPS tracking for delivery personnel
3. Integration with popular map providers for delivery address validation and routing
4. Option for scheduling deliveries for a specific date and time

5. Option for multiple delivery addresses
6. Option for special instructions for delivery
7. Option for customer support chat
8. Option for order history and reordering
9. Option for loyalty program
10. Option for referral program

User Roles:

1. **Customers**: The primary users of the app, customers would be able to browse and search for books, place orders, make payments, track deliveries, and leave reviews.

2. **Vendors**: These users would be responsible for managing the inventory of books and fulfilling orders on the app. They would be able to add and remove books, update prices and information, and view and manage customer orders.

3. **Delivery personnel**: These users would be responsible for delivering the books to customers. They would have access to a list of orders to be delivered and the addresses for delivery.

4. **Administrators**: These users would have overall control and access to the app, including the ability to manage and approve vendor accounts, view sales and customer data, and make changes to the app's settings and functionality.

5. **Superadministrator**: This role would have access to all the functionalities in the app, including the ability to manage and approve vendor accounts, view sales and customer data, manage users, and make changes to the app's settings and functionality.

User Flows:

Customer Sign Up and Login:

1. The user opens the app and is presented with a sign-up/login screen.
2. The user clicks on the "Sign Up" button and is taken to the registration screen.
3. The user enters their name, email address, and password, and clicks on the "Sign Up" button.
4. The app sends a verification email to the user's email address.
5. The user clicks on the verification link in the email and is taken back to the app.
6. The user is now logged in and can start browsing and ordering products.

Browse and Search for Products:

1. The user opens the app and is taken to the homepage.
2. The user can browse through featured products or use the search bar to find a specific product.
3. The user clicks on a product to view more details.
4. The user can add the product to their cart or continue browsing.

Place an Order:

1. The user goes to their cart and clicks on the "Checkout" button.
2. The user is taken to the checkout screen and is prompted to enter their shipping address and payment information.
3. The user confirms their order and the app sends a notification to the vendor to fulfill the order.

Payment:

1. User adds products to their cart and proceeds to checkout.
2. User enters their shipping address and selects a payment method.
3. User confirms their order and is taken to the payment page.
4. User enters their payment details (e.g. credit card information or chooses to pay via wallet, cash or online) and clicks on the "Pay" button.
5. The app processes the payment and shows a confirmation message on successful payment.
6. User is redirected to the order confirmation page where they can view their order details and track their delivery.

Track Delivery:

1. The user can go to the "Orders" section and track the status of their delivery.
2. The user will be able to see the expected delivery date and a tracking number.
3. The user can also rate and review the product and delivery service after the delivery is completed.

Manage Inventory:

1. The vendor can access the app and view their inventory.
2. The vendor can add new products, update prices, and remove products from their inventory.
3. The vendor can view and manage customer orders.
4. The vendor can also update the stock count for each product.

Admin Panel:

1. The administrator can access the app and view sales and customer data.

User Flow Diagram for typical End User with necessary features: