**FreeSpirit Requirement Document**

**Introduction**

As a restaurant business franchise owner, we have an increasing need to have our own food delivery mobile & web platform, which would allow our customers to avail all food services through the comfort of their home.

**Key Modules**

1. Food delivery mobile & web platform
2. Restaurant advert & promotions on the app
3. Automated Aadhaar ID Validation
4. Restaurant Check-in Facility
5. Live Streaming
6. Display on screen

Following pages has more details on the requirements.

**Food Delivery Modules**

The primary features we expect the food delivery module to have, are as below. The expectation is to have a very similar process as seen in some of the most popular food delivery application currently established in a number of cities.

The fundamental difference from them would be that our franchise & chain of restaurant will have our own delivery couriers, instead of being dependent on external agencies.

1. **Customer Mobile App**

* Show all franchise & partner restaurants
* When opened, show all details of the partner restaurants e.g. type of menu, working hours, address, rating, offers and structured menu with price, pictures and option to add to cart.
* Keyword based search to find the choice of food item, restaurant, menu etc. There should be an option to tag these keywords with restaurant/menu
* Filter based on criteria like popularity, rating, cost, cuisine, hygiene, distance etc. Sorting based on price, distance, offers
* Payment wall to be able to show all popular payment methodologies e.g. credit card, debit card, UPI etc. Once all the items of choice are added to the cart, customer to get an option to continue with payment & see the payment gateway to pay using preferred mode apply promotion codes etc.
* Customer to be able to setup multiple delivery addresses and be able to choose the correct one at the time of confirming delivery.
* App to show tentative delivery time based on cooking time & distance from restaurant
* Complete payment & allow tracking of delivery status e.g. being cooked, picked up, in-transit, delivered, cancelled, delayed etc.
* Once delivered, allow rating the food & packaging
* Order history to be shown for last 12 months
* Segmented menu based on cuisine e.g. most popular, starters, mains, dessert, drinks etc.
* Receive online bill showing the restaurant’s registration number, among other usual aspects
* Bookmark favorite restaurant and provide rating/reviews as well
* Notifications section to show milestone prompts
* Link to manage account settings, payment options, addresses, email, mobile number, password, upload self & food pictures, privacy setting, delete account
* FAQ, T&C & contacts section to be able to raise service requests
* Share link with friends to use the app too and enjoy referral benefits
* Show information on courier safety & hygiene guidance
* Show prevalent offers & discounts to choose from
* Check-in into the restaurant during physical visit to the restaurant
* View live streaming events & WhatsOn page for ongoing promotion & adverts.
* Toggle button to see only Vegetarian items from the menu & grey out the non-vegetarian items
* Option to login or logout
* App version & upgrade prompts

**Restaurant Mobile & Web App:**

* Set restaurant profile and business registration details, address, contacts, facilities, pictures & videos. Allow Admin users to confirm setup.
* Allow setting up the menu, item level discounts (or menu wide discounts), including desserts, drinks with option to remove/grey-out if unavailable or out of stock at a particular time/day/period, tag as Veg/Non-Veg, selective tags e.g. spicy, sweet, has egg etc.
* Order management including receipt, accept within 2 minutes (or reject), order ID generation, confirm when ready, handover to delivery, tracking, summary, special requests etc.
* Order history (by date), summary, payment charges segregation, rejects & reasons e.g. self or time dependent,
* Publish offers by period and menu items, highlight new additions
* Dashboard to show All, Active, Ready, Picked, Delivered, Cancelled orders
* Show courier location on map & when clicked who order & courier details
* Option to call the courier or customer for questions, clarifications
* Payment status for the completed orders based on cutoff time e.g. weekly
* Live stream events & publish events, promotions, adverts etc.
* Check-In facility & active guests
* Support – raise new service request, view status, view all, contact, FAQ, T&C etc.
* Option to login or logout
* App version & upgrade prompts

1. **Courier/Delivery Mobile App:**

* See new order showing location, ETA, map, franchise name/address and then slide to pick-up for delivery.
* Once selected, show expanded map with option to navigate, franchise location, delivery location, order ID with option to slide to verify items & confirm pickup. Options to call customer or franchise.
* Navigate top open google map to follow route. Once reached, option to confirm arrival & sent prompts to both franchise & customer and option to call customer/franchise or send message.
* Mark order as delivered (or customer unavailable / not responding)
* Provide rating to both franchise & customer & show trip summary
* Order pickup summary page to show all order delivered by you
* On screen display
* Support – raise new service request, view status, view all, contact, FAQ, T&C etc.
* Option to login or logout
* App version & upgrade prompts

1. **Admin Web App:**

* Authentication & authorization process
* Dashboard to setup, view, block restaurants, read reviews, sales, payments
* Payments – Pending, completed, make payments, block or cancel payments, flag for actions
* Refund, block, query, flag customers
* Update details for customers & restaurants
* Push offers, discounts, promos, cashbacks
* Add/enable other admin app users
* Cancel/delete customers or restaurants
* Review & confirm new franchise restaurants. Setup new restaurants & generate restaurant ID.
* Statistics based on variety of factors e.g. sales, volumes, customers, menu, offers, trends etc.
* Reports, extracts, prompts etc.
* All user’s information – customer, restaurant, courier, admins, email users
* Show transaction lifecycle, define featured products & where to show,
* Setup test users, promotions, ads,
* Support – raise new service request, view status, view all, contact, FAQ, T&C etc.
* Option to login or logout
* App version & upgrade prompts

**Restaurant advert & promotions on the app**

The offers, facilities, events that are planned for the partner restaurants, should be published on the app for customers to view & possibly register to future events as well. This is a central need of the app, as we want to increase awareness of our app not just to our customers, but to new potential customers as well, who can use the app to learn about our services and even use the online features like check-in, register to events etc.

Additionally, we might also need to publish products of our partner service providers e.g. bottling vendor, gourmet vendors etc. also to be displayed on customer app.

**Automated Aadhaar Validation**

The need is to take customer Aadhaar Card information & validate for authenticity.

This is of particular interest to ensure we only have genuine customers setup on the app and there are no fake customers. This will be a USP for the app as most other platforms allow false users to be setup on the app that can lead to elements like money laundering and illegal financing.

**Restaurant Check-in Facility**

For walk-in customers into our restaurants, there should be a facility for them to check-in into the restaurant via the app, so that we can possibly take their orders via the app as well and track their orders & choices to make recommendations on next visit. This is an important aspect and will need to work in collaboration within customer’s app and restaurant’s app, so that only physically present customers can avail some additional benefits within the premises.

**Live Streaming**

For any live events like musical night, live band etc., the restaurant module should be able to live stream the events to all customers. This will be a value added features and only one way, for restaurants to be able to show their events to remote customers as well.

**Display On Screen**

A 55-inch TV screen will be available in all franchise restaurants to display product & features of the restaurant along with any application wide promotional events. This screen will required to be in sync with the app, with an option on restaurant app to display the contents directly on the screen.

The content will be directly managed by the restaurant module itself and can be turned on & off on demand by the restaurant managers. The smart TV will be connected both using WiFi & hard line.