I have received numerous questions which has let me to believe I was not very clear with my document/requirements. Hopefully this document clarifies all.

Company name: Tru Flavour

We are a company providing home cooked meals to the masses. We have a limited product range. We do not work in partnership with other restaurants.

When an order is received we have our own inhouse delivery drivers who will make delivery. If it is a pickup order, the customer can come to our location to pickup.

Note: at no point are agents making orders or delivering orders etc etc

Note: we are setting up in Africa, there are no postcodes for delivery.

**Customers**

People who purchase food from us, this may be an individual, a company etc etc.

**Agents/marketers**

People who help with marketing our product and services, this may be an individual, a company, a deal website (anyone).

Please note: agents are not partners, they simple help market our products be it distributing flyers in offices, public spaces, online, texts, emails etc etc

**Admin**

Responsible for managing all aspects of the site i.e. Menu // Agents

**Customer features**

* Login/register
* Amend info including (2 default delivery addresses (home // work))
* View menu
* View previous orders -available only if logged in
* View special offers/discounts
* Place order \*\* include agent id where applicable
* Cancel order (prior to it being dispatched) – available once logged in
* Confirmation email sent to customer on placing order
* Send email once food is dispatched – might implement
* No payment gateway for now, this feature will be implemented in the future, offline payment for now, payment on collection or delivery, in the future we will implement paypal and other other gateways.

Note: guests and registered users can place orders

Each order is given a unique id, system generated order number/id

I like the look and feel of www.justeat.co.uk, they have a simple yet effective means of placing orders

**Agent Features**

* Login/register \*\*must be approved by Admin

Note: in creating an agent, agent is given a unique id. This id should be generated by the system

* Once logged in update info
* Amend commission structure
* Track commission/earnings \*\* can only view information related to their orders\*\*
* Track commission for an order based on order id, track commission based on day, week etc
* Agents will not be paid online, payments will be made into their bank accounts via cheques.

**Website Features**

* Newsletter/mailouts – something integrated with mailchimp to allow mailouts to customers/clients
* Contact database- offer a service for users to subscribe to newsletters
* Header showing special offers
* Ability to disable delivery or takeaway services at set times/dates

I.e. after 11pm on sat 12 Dec only delivery services available (just an idea)

* Facebook, instagram integration etc etc

**Administrator Features**

* Create junior accounts with limited privileges. Junior accounts allows staff members to

1. input orders)i.e. via telephone, email, whatsapp, bbm), into the system including agent id responsible for generating the order.
2. Cancel an order
3. change order status i.e. cancelled, dispatched etc
4. view completed orders
5. pending orders
6. cancelled orders
7. dispatched orders
8. view daily totals i.e. revenue, commissions, balance etc

Super admin had all features of junior admin plus

* Update menu including add new items, amend prices and sizes etc
* Update contact info
* Manage agents
* Review commissions and orders
* Manage offers
* News letters
* Opening hours et

Summary

We will embark on our own marketing ventures; we are also working in partnership with other marketers (agents), when orders are received, it is important to know

1. What the order is
2. If an agent helped generate the order and if so What discount should be applied to the order based on agent id and setting
3. What commission is due to the agent

Example:

Date: 09/10/20 14:

Total orders: 230

Orders with agent id: 150

Number of agent id: 39

We need a system which allows the company to know which orders come from with agent to ensure commission is paid. If you have a better solution, please let us know..

I feel a good way to proceed is to get a breakdown of each feature to help decide if it is worth implementing..

**Customer**

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature** | **Hours** | **Hourly Rate** | **Total** |
| Register/login / amend information |  |  |  |
| View previous orders |  |  |  |
| Cancel order |  |  |  |
| Order confirmation email |  |  |  |
| Email sent once food is dispatched |  |  |  |
| View special offers |  |  |  |
| Total |  |  |  |

**Agent**

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature** | **Hours** | **Hourly Rate** | **Total** |
| Register/login / amend information |  |  |  |
| Amend commission s |  |  |  |
| View orders/commission |  |  |  |
| Total |  |  |  |

Admin

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature** | **Hours** | **Hourly Rate** | **Total** |
| Create junior accounts |  |  |  |
| Manage agents |  |  |  |
| Manage menu |  |  |  |
| Manage contact info etc |  |  |  |
| Newsletters |  |  |  |
| Opening hours |  |  |  |
| Offers |  |  |  |
| Orders, comissions etc etc |  |  |  |
| Facebook integration |  |  |  |
| Total |  |  |  |

Please provide a cost estimate for each feature, I appreciate it may not be possible to provide a breakdown for individual features but the subtotal is essential, I have highlighted the section which must be filled in. once filled in please send in via email..

Feel free to contact me via:

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