

1. Order is placed from Shopify / HubRise (Lieferando) / Smoothr
2. It first arrives at MDG (Main Dispatching Group).
3. Orders from Shopify (dishbee) need to be immediately forwarded to the Restaurant groups. (Orders from HubRise and Smoothr don't need to be forwarded, because the staff has the devices where they can see them also.)
  - a. In the MDG the information about the order is displayed as follows:
    - i. Title
      1. for Shopify orders: "dishbee + Name of the restaurant(s)"
      2. for Smoothr and HubRise: only "name of the restaurant", currently "dean & david" and "Pommes Freunde"
    - ii. Only for Shopify orders: Order number with last two digits (as it comes in the notification email)
    - iii. Address - only a street, building number and zip code (no city!) (in bold font)
    - iv. Only for Smoothr / HubRise orders: Requested delivery time - Specific time / ASAP
    - v. Note (if added)
    - vi. Tips (if added)
    - vii. Only for Shopify orders: Payment method - Paid / Cash (Sofort überweisung is considered as Paid)
    - viii. Ordered products and the amounts -> if it's Shopify order with more than one Vendor (Restaurant) display the name of each above products (as in the Shopify notification Email)
    - ix. Full name of the customer
  - b. Shopify (dishbee) orders are sometimes placed for several different Restaurants at the same time. Bot needs to identify which products are from which restaurants. It's very simple, they are displayed under the Vendor name = Restaurant. So the bot needs to forward only the products for each particular restaurant separately.
  - c. When forwarding Shopify orders to restaurant/vendor groups on Telegram, Bot should display only a short summary by default, with an inline 'Details ►' button. When tapped, it should expand the same message to show the full details and replace the button with '◀ Hide'. Tapping again collapses it back to the summary.
    - i. Short summary must consist of the following:
      1. Order number (2 digits)
      2. Ordered products
      3. Note (if added)
    - ii. In expanded Details:
      1. Name of the customer
      2. Phone number
      3. Time of when order is placed
      4. Address
  - d. Orders from Shopify can be for Abholung, it will say "Abholung" in the email. In that case display the same order details as above, just add as first point "Order for Selbstabholung" in bold font and add automatically a message right

below it "Please call the customer and arrange the pickup time on this number:" (add the number of the customer)

4. Every member in the MDG group must be automatically admin. So when order arrives into MDG, everyone who is an admin should be presented with the following options as buttons:
  - a. Request ASAP - sends the message to the restaurant group asking to prepare the order as soon as possible
    - i. Shopify (dishbee) orders: "#45 ASAP?" (order number always changes).
    - ii. HubRise / Smoothr: "\*street name + building number\* ASAP?" (pull the street name and building number from the original MDG order)
  - b. Request TIME - clicking offers options for 10 mins intervals (current time + 10 and so on) displayed as actual time options like e.g. "12:15", "12:25" etc. - if possible - make small buttons next to each other, if not then first click shows these options -> sends the message to corresponding the Restaurant Group
    - i. Shopify: "#45 at 12:15?"
    - ii. HubRise/Smoothr: "\*street name + building number\* at 12:15?"
  - c. Request EXACT TIME - offers time picker with hours + minutes up to the end of the current day (in future)
    - i. Sends same messages as in the point b)
  - d. Request SAME TIME AS
    - i. Bot offers to request the same time as already requested for one of the previous orders that are not older than 1 hour -> show the list of orders by number (Shopify) or \*street name + building number\* (HubRise/Smoothr)
    - ii. Same restaurant as before => bot sends the message:
      1. Shopify: "Can you prepare #47 together with #45 at the same time 12:15?"
      2. HubRise/Smoothr: ""Can you prepare \*street name + building number\* together with \*street name + building number\* (from selected previous order)?"
    - iii. Different restaurant => send same standard messages as in the point b)

## 5. Restaurants groups logic

- a. When message with order it forwarded to the Restaurant group they are presented with following option:
  - i. "Works 👍" (only displayed if specific time is requested) -> sends message back to the MDG as a response with this information
  - ii. "Later at" (only displayed if specific time is requested) -> shows 4 options with intervals as "requested time + 5 mins", but always displayed as time e.g." 12:20, 12:25, 12:30, 12:35" and 5th option shows Time picker with hours and minutes (in future)
  - iii. "Will prepare at" (only displayed if ASAP is requested) -> shows 4 options with intervals as "current time + 5 mins", but always displayed as time e.g." 12:20, 12:25, 12:30, 12:35" and 5th option shows Time picker with hours and minutes (in future)
  - iv. Something is wrong

1. "Ordered product(s) not available", Click => Bot sends the message back:
  - a. Shopify orders: "Please call the customer and organize a replacement. If no replacement is possible, write a message to dishbee."
  - b. HubRise/Smoothr: "Please call the customer and organize a replacement or a refund."
2. "Order is canceled", Click => bot sends an info message back to MDG
3. "Technical issue", Click => Write a message to dishbee and describe the issue.
4. "Something else", Click => Write a message to dishbee and describe the issue.
5. "We have a delay" - showed only after the response to the requested time was given and after clicking on the message -> shows 4 options with intervals as "agreed time + 5 mins", but always displayed as time e.g. "12:20, 12:25, 12:30, 12:35" and 5th option shows Time picker with hours and minutes (in future)

## 6. Assignment logic

- a. After Restaurant confirmed the time, the message about this confirmation is sent to the MDG -> whoever is interacting with it (every member of MDG group is admin), is presented with following options:
  - i. Assign to myself -> Bot sends message to the one who clicked on it:
    1. Order number e.g. "dishbee #47" and Restaurant name (for Shopify) for HubRise/Smoothr only Restaurant name
    2. \*Street name + building number\* - clickable with redirecting to Google Maps navigation
    3. Customer's hone number -> clickable to call the customer directly
    4. 3x Products (amount of products - but not listing them)
    5. Full name of the customer
  6. Also the CTA buttons must be displayed below every order:
    - a. Call the customer -> click calls the customer phone directly (NOT VIA TELEGRAM!)
    - b. Navigate -> opens address in Google Maps
    - c. Postpone -> shows 4 options with intervals as "agreed time + 5 mins", but always displayed as time e.g. "12:20, 12:25, 12:30, 12:35" and 5th option shows Time picker with hours and minutes (in future) -> sends message to corresponding Restaurant "Sorry, we have a delay. Can you prepare it at 12:25? If not, please keep it warm." -> restaurant is presented with the same logic to respond as a regular Request for a time
    - d. Call \*name of the restaurant\* -> calls to the Telegram of the restaurant
    - e. Complete -> Bot sends a message to the MDG "Order #47 was delivered." (Shopify) and "Order \*street name

+ building number\* was delivered.” (HubRise / Smoothr)

- ii. “Assign to...” -> shows options with every other member of the MDG, but first Bee 1, Bee 2 and Bee 3 (those are the phones on the bikes - will be explained in details below) -> Bot sends message with order assignment to the selected member by the same logic as to “myself”
  - b. Grouping orders that are combine when assigning
    - i. Main part of our business model is combining orders into the same direction (sometimes even not in the same). This must be also reflected when dispatchers are assigning orders to themselves or another worker. If the dispatcher clicks on “Request SAME TIME AS”, this order must be grouped with the other order(s) and displayed or somehow marked together (same color maybe?), so it is clear that these orders must be picked up first and then delivered one by one.
7. Groups and members logic
- a. MDG = Main Dispatching Group with members:
    - i. Bee 1, Bee 2, Bee 3 = main accounts used for dispatching
    - ii. Private Telegram accounts of workers, so they can pre-dispatch before they come to the shift
    - iii. Restaurants Shopify:
      - 1. Zweite Heimat
      - 2. Julis Spätzlerei
      - 3. i Saporì della Toscana
      - 4. Kahaani
      - 5. Leckerolls
      - 6. Wittelsbacher Apotheke
    - iv. Restaurants HubRise:
      - 1. Pommes Freunde
    - v. Restaurants Smoothr:
      - 1. dean & david
    - vi. Other restaurants will be added in future after onboarding.
    - vii. All the accounts also will be present in all Restaurants groups, although they must be Muted and all the communication between dispatchers and Restaurants has to be processed in MDG. But if need, members can also just text simple text into the Restaurants group, if for example Bot stops working or there is another issue.
8. All the above described options should be also presented simply by clicking on the each particular message.