**Business Owners (Web)**

Signup/Login with Email and social media (Google and Facebook).

Forgot Password

Account Setup: Provide business details, provide radius they cover for delivery (if they deliver) or only pick-up service, choose if they receive online payments or only COD or both, and send for approval to admin. Once approved then link their bank account to receive payments.

Note: If the business only chooses online payments then the restaurant will not show to the customer since customer won’t be able to make payment and if selected both the on customers’ payment option the online payment would be disabled.

Manage Menus: (Create/Update/Delete menus, items within menus, attributes of items and price of items with images, type {Veg, Non-Veg etc} and category {like Indian, Italian etc}).

🡪Option to input calories intake with each item.

>Option to include ingredients ?

🡪Option to enter different prices and peak hrs. Manage if discount is valid in peak hrs or not, if delivery given by restaurant in peak hrs or not.

Manage Stock: Option to mark any item ‘Out of Stock’/’Sold’

Link suggested Items: Option to link suggested items with any other item. This should have a limit.

Manage Orders:

* New Orders – Can be rejected with a reason or marking an item not available OR can be moved to in process status
* In process Orders – Will be marked as completed and customer will be informed by notification and email and/or text message
* Completed Orders – View Only
* Canceled Orders – View Only

Manage Customers: (View list of customers, orders they have places and current status of the order, view ratings given by them on completed orders, offer discounts to specific customer)

Internal rating: View overall average rating received from platform.

External rating: View rating they have on other platforms. Show food hygiene rating based on API (UK government portal). Integrate API considering the possibility factor.

Search and date filters: To be implemented on required pages.

Manage Promotions: Option to create, edit, delete discount coupons and manage its validity.

Notifications: Receive all necessary notification on web platform and in email (messages\inbox within app)

Analytics: Show best setting items, least selling items, Total users who ordered to this restaurant, users from specific postcode, Users who view items but did not ordered, User who added item to basket but did not ordered, Users who have marked this restaurant as favorite, Users who have marked any of the item from this restaurant as favorite (along with number of items and item list).

Settings: Change profile, Change Password, Change Email, Contact Admin, View Terms and Policy, View commission set with Admin

Instant Chat option with Admin – This will be done by integrating third party API which will be provided by Feroz

Report a review to admin

**Customer (App)**

Signup/Login with Email and social media (Google and Facebook).

Forgot Password

Option to explore the platform without signup or login.

Ask for customers liking

Homepage:

At top need free-form search for post code or street also button for pick/up or delivery

* Show Recommendations (match with likings). – Recommendations should be based on current GPS location  
  🡪Match user liking with available items. If there is no match with liking or the liking is not given by the user then switch to next condition.

🡪If the user had viewed any item and/or ordered any item in the past, then the recommendation will show the items viewed/purchased from same restaurant and from other restaurants (max 1 from a restaurant). Failing this switch to next condition.

🡪Show few (limit the number) recommendations. This will be based on highest ratings an item has received. Show one from each restaurant. Failing this switch to next condition.

🡪Show few items (let’s say limit to 5) from the nearest restaurant.

* Show Best Selling Items (could also be “now trending” items)  
  The best selling items will be displayed chronologically (Items would be displayed via a swipe process) (we will give a limit to this, like 5 or 10 items at the max will show). There is a possibility that an item is showing twice i.e. in recommendation and also in best selling which should be fine.
* Featured Items: Show list of restaurants that are running discount offers/coupons.

**NOTE:** The results are based on user’s location i.e. user will see the restaurants whose delivery radius cover user location and the restaurants with same postcode who do not deliver.

Q: I believe it would be good to show some tags to represent on restaurants that they accept online payments, COD or both.

A: Yes correct – this would good. Also a tag if a restaurant offers free delivery.

Search restaurant by name and by location (Post code search)

Sort Restaurant: By Rating, By Price, By Distance

Search item by name.

Sort Item: By Price, By Calories

Filter by Type, Filter by Category

View restaurant on map. Option to see the route i.e. from and to location on map with distance (default map functionality to be used with no customization). Zoom in/out capability on maps.

Option to mark any item or restaurant as favorite

Explore the Promotions (Offers) currently the restaurants are offering within specific area

Explore Restaurant:

View restaurant profile – Food Hygiene Rating, Picture of Restaurant or Chef, location and hours.

View menus, items, item details and other attributes if available. Menu Items should be accompanied by pictures. Customer should have ability to customize item e.g different pizza base and toppings, special instructions: - Leave a note for the kitchen.

Sort items of menu by price and by calories (high to low and low to high)

Cart /Basket:

List of items to buy, amount, deductions, fee and all other relevant details (to be explored during moqups). Option to increase numbers of same item.

Show total calories intake with this meal

Show similar items (as linked by business owner)

Option to apply coupons, delivery address, payment via credit card

When Viewing an item (Prior to adding adding to basket), there should be options for adding additional items (upselling + recommendation)

When viewing the basket there should be an options for:

Cutlery (Only requested if needed)

Option to add rider tip (+ or – buttons)

-Flag if minimum order value has not been reached.

-For Pick-up need ability to select what-time you would like to pick up your food.

Orders:

* New – Order placed but not yet picked by restaurant. This can be canceled and full refund should be made.
* In process Orders – Need to decide what action a customer can perform on this what would be the reaction of that. Any suggestions? Once in process, no option to cancel but can change order to another item.
* Canceled Orders – shows orders canceled by restaurant, canceled by customer, status of payment i.e. refunded not refunded
* Completed Orders - Option to Re-order i.e. the cart will be filled with same items again. Note: here while filling the cart again, items which are no longer available will be checked and only items which are available will show in the cart)

Option to rate the item or overall order i.e. give same rating to each item

* Reported Orders – The list of orders which are reported to admin.

Option to report an order to admin option needs to be decided. Any thoughts? This might be where customer has a specific dietary requirement that cannot be met e.g change in ingredient etc.

Notifications:

Receive all necessary notification on app (push and in-app) and in email.

Settings:

Change profile, Change Password, Change Email, Contact Admin, View Terms and Policy, View commission set with Admin

Search and date filters on required pages to be implemented.

Ability to update payment method

Ability to manage delivery addresses\default address.

Edit Account Info

Ability to view restaurants marked as a favourite

Order History

Ability to Deactivate & Delete account

Instant Chat option with Admin

**Admin (Web)**

Login and Forgot Password

Manage Business and Verification – Block and Unblock feature

Manage Customers – Block and Unblock feature

View Reported Orders and manage

|  |
| --- |
|  |

View reported reviews and manage

Commission Management to businesses

Analytics: What reports will be displayed in admin panel. This is to be defined by Feroz.

-Best Selling items

-Number of Orders by restaurants

-unfullfilled Orders

-Ability to search restaurants by order volume (Cost, av rating)

-Ability to export report to excel file

-Require messages inbox

**Future Phase** (to be estimated separately when analyzed)

1. TBD