VibandaConnect's User Journey

1. ## Vendor's Journey

- **Registration and Login:** The vendor registers and creates an account or logs in. They are guided through a quick setup where they can add details like name, location, and available products.

- **Managing Inventory:** the vendor accesses a dashboard to add, edit, or remove products, set prices, and update quantities. They also receive low-inventory notifications to restock before products run out.

- **Managing Orders:** the vendor receives a notification with order details when a customer places an order. The vendor reviews the order and confirms it for delivery.

- **Coordinating delivery:** the vendor sees a list of available riders and assigns the delivery to a nearby rider. The rider receives an order update, and the vendor can track the rider's status until delivery is complete.

- **Sales:** the vendor can view sales reports, track popular products, and analyze order history to make better stock decisions.

2. ## Customer's Journey

- **App:** the customer opens the app or website and sees a list of available vendors and their products. They can filter vendors based on location, product type, or other preferences.

- **Browsing and product selection:** The customer browses products with details on price and availability. They can add desired items to their cart, view the total cost, and adjust quantities as needed.

- **Placing orders:** The customer proceeds to checkout, entering their delivery location and any preferences. They receive an estimated delivery time and order confirmation once they place the order.

- **Tracking delivery:** once the rider is confirmed, the customer can track the delivery status in real-time as the rider picks up and delivers the order.

- **Giving feedback:** after delivery, the customer can rate the service and provide feedback on the experience.

3. **Rider's Journey**

- **App:** the rider registers, creates an account, and provides necessary details like name, motorcycle or bicycle information, and contact number.

- **Order Notifications:** riders receive notifications of available orders from vendors in their location. They can view order details, accept the delivery job, and contact the vendor if necessary.

- **Making Delivery:** once they accept the job, the rider heads to the vendor's location to pick up the order. They then follow navigation details to deliver the order to the customer.

- **Delivery Status Updates:** the rider updates the delivery status at each stage such as 'Picked Up' and 'Delivered' so that the vendor and customer can track progress.

- **Tracking of Payment and Earnings:** the rider receives payment confirmation once the order is marked as delivered and can view earnings and delivery history in their dashboard.