

TAILORING MARKETPLACE PLATFORM

Complete Flow Documentation

Project: Tailoring Marketplace Platform

Version: 1.0

Launch Location: Kashmir, India

Tech Stack: Next.js + PostgreSQL + Razorpay

1. PLATFORM OVERVIEW

This platform has TWO main functions: (1) Custom Stitching Marketplace – connects customers with tailors for custom stitching services in Kashmir, managing the entire lifecycle from order placement to delivery. (2) E-commerce Store – sells pre-stitched readymade clothing to customers across ALL INDIA with COD and online payment options.

1.1 User Roles

Role	Description
Admin	Platform owner with complete control over operations, user management, and order assignments
Tailor	Service provider who receives fabric, stitches clothes, and marks order completion
Customer	End user who places orders, provides measurements, and receives stitched clothes
Delivery Partner	Handles pickup from customer, delivery to tailor, and final delivery to customer

2. ADMIN PANEL

The Admin has complete control over the platform. Admin is the central authority for all operations and decision-making.

2.1 Admin Capabilities

Dashboard & Analytics

- View total orders (pending, in-progress, completed, cancelled)

- Revenue analytics (daily, weekly, monthly reports)
- Tailor performance metrics and ratings
- Delivery partner performance tracking
- Customer acquisition and retention metrics
- Area-wise order distribution (Kashmir districts)

Tailor Management

- View all tailor registration requests
- Approve/Reject tailor applications after verification
- Verify documents (Aadhar, PAN, Shop License, Police Verification)
- View tailor portfolio and sample work
- Suspend/Ban underperforming tailors
- Set commission rates for each tailor
- Manage tailor service areas and availability
- Schedule training sessions for tailors

Order Management

- View all incoming orders with complete details
- Manually assign orders to specific tailors
- Assign delivery partners for pickup and delivery
- Track order status in real-time
- Handle order cancellations (only before pickup)
- Manage rush orders and express deliveries
- Re-assign orders if tailor rejects
- Quality check verification before final delivery

Delivery Partner Management

- Add/Remove delivery partners
- Verify delivery partner documents
- Assign pickup and delivery tasks
- Track delivery partner locations (if enabled)
- Manage delivery partner payouts

Payment & Commission Management

- View all transactions and payment history
- Process tailor payouts (15-day payment cycle)
- Process delivery partner payouts
- Set and modify commission structures
- Handle refunds and disputes
- Generate GST reports

Service & Pricing Control

- Define service categories (Kurti, Suit, Blouse, etc.)
- Set platform pricing (Admin controls all pricing)
- Manage delivery types: Normal (15 days), Express (10 days), Premium (7 days)
- Create promotional offers and discounts

Content & Communication

- Manage website content and banners
- Send SMS/Email notifications to customers (Client provides API keys)
- Send app notifications to tailors (with siren alerts)
- Manage Terms & Conditions, Privacy Policy, Refund Policy

E-commerce: Readymade Clothing Store

- Add/Edit/Delete pre-stitched readymade clothing products
- Manage product categories, sizes, colors, and pricing
- Upload multiple product images
- Manage inventory and stock levels
- Set discounts and promotional offers
- Available for ALL INDIA delivery (not just Kashmir)
- COD available for readymade clothing orders
- Online payment via Razorpay also available
- Third-party courier integration for pan-India shipping
- Track e-commerce orders separately from stitching orders

2.2 Admin Order Assignment Flow

Step	Action
1	New order received → Admin gets notification
2	Admin reviews order details (service type, location, measurements, delivery type)
3	Admin assigns Delivery Partner for fabric pickup from customer
4	Once fabric picked → Admin selects suitable Tailor based on location, workload, expertise
5	Admin assigns order to selected Tailor
6	If Tailor rejects → Admin re-assigns to backup Tailor + applies penalty to rejecting Tailor
7	Tailor marks order complete → Admin assigns Delivery Partner for final delivery
8	Delivery confirmed → Admin processes payments to Tailor and Delivery Partner

3. TAILOR PANEL

Tailors are the service providers on the platform. They receive fabric, stitch according to customer requirements, and mark orders as complete.

3.1 Tailor Registration Flow

Step	Action
1	Tailor visits website and clicks 'Register as Tailor'
2	Fills basic details: Name, Phone, Email, Address, Service Area
3	Uploads required documents: Aadhar Card, PAN Card, Shop License, Police Verification
4	Uploads portfolio: Sample work photos, experience proof
5	Adds bank account details for payments
6	Selects services offered (from platform's predefined list)
7	Sets availability schedule (working days and hours)
8	Application submitted → Goes to Admin for verification
9	Admin approves/rejects → Tailor gets SMS/Email notification
10	If approved → Training session scheduled (optional)

3.2 Tailor Capabilities

Dashboard

- View assigned orders (new, in-progress, completed)
- Daily/Weekly/Monthly order reports
- Earnings summary and payment history
- Performance rating and customer feedback

Order Management

- Receive new order notifications (with siren alert)
- View order details: Customer measurements, design requirements, fabric type
- Accept or Reject orders (rejection leads to penalty/ban)
- See payment amount they will receive after completion
- Update order status: Cutting → Stitching → Hemming → Ironing → Ready
- Upload photos of completed work for quality verification
- Mark order as 'Ready for Dispatch'

Profile Management

- Update availability schedule
- Update portfolio with new work samples

- Manage service areas
- Update bank account details

Communication

- Receive platform announcements
- Contact admin for support

Important Restrictions

- CANNOT see customer contact details (privacy protection)
- CANNOT set their own pricing (platform controls pricing)
- CANNOT contact delivery partner directly

3.3 Tailor Order Processing Flow

Step	Action
1	Tailor receives order notification with siren alert
2	Reviews order: measurements, design, fabric details, deadline, payment amount
3	Accepts order → Waits for fabric delivery from Delivery Partner
4	Receives fabric → Marks 'Fabric Received' in dashboard
5	Begins work → Updates status: Cutting
6	Updates status: Stitching
7	Updates status: Hemming
8	Updates status: Ironing
9	Uploads photos of completed garment
10	Marks 'Ready for Dispatch' → Admin notified
11	Hands over to Delivery Partner when they arrive
12	Order delivered → Payment credited (15-day cycle)

4. DELIVERY PARTNER PANEL

Delivery Partners handle the logistics – picking up fabric from customers, delivering to tailors, and final delivery back to customers.

4.1 Delivery Partner Capabilities

Dashboard

- View assigned tasks (pickups and deliveries)
- Today's task list with addresses and timings

- Completed deliveries history
- Earnings summary

Task Management

- Receive pickup assignment from Admin
- View pickup location (customer address)
- View drop location (tailor address or customer address)
- Mark task status: On the Way → Reached → Picked Up → Delivered
- Upload proof of pickup/delivery (photo)
- Get navigation to addresses

Profile Management

- Update availability status (Online/Offline)
- Update personal details
- View and update bank details

4.2 Delivery Partner Task Flow

Task Type 1: Fabric Pickup (Customer → Tailor)

Step	Action
1	Receives pickup task assignment from Admin
2	Views customer address and contact (call option available)
3	Marks 'On the Way' → Customer gets notification
4	Reaches customer location → Marks 'Reached'
5	Collects fabric + measurement slip (if provided physically)
6	Takes photo of fabric as proof → Marks 'Picked Up'
7	Delivers to assigned Tailor's location
8	Tailor confirms receipt → Marks 'Delivered to Tailor'

Task Type 2: Final Delivery (Tailor → Customer)

Step	Action
1	Receives delivery task from Admin (after Tailor marks ready)
2	Goes to Tailor location → Collects stitched garment
3	Takes photo of packed garment → Marks 'Collected from Tailor'
4	Heads to customer address → Marks 'Out for Delivery'
5	Delivers to customer → Takes delivery confirmation photo
6	Marks 'Delivered' → Customer gets notification

Step	Action
7	Order marked complete in system

5. CUSTOMER PANEL (FRONTEND)

Customers interact with the platform to order custom stitching services, track their orders, and receive deliveries.

5.1 Customer Capabilities

Browse & Order

- Browse service categories (Kurti, Suit, Blouse, Salwar, etc.)
- Enter location (State + Pincode) to check service availability
- View pricing for each service
- Choose delivery type: Normal (15 days) / Express (10 days) / Premium (7 days)
- Customer sees ONLY platform services (NOT individual tailors)
- Platform assigns tailor internally - customer has no visibility

Measurement Options

- Option 1: Enter measurements directly on website (self-measure)
- Option 2: Attach measurement slip with fabric
- Save measurements to profile for future orders

Order Placement

- Select service and add requirements
- Upload design reference images (optional)
- Add special instructions/notes
- Choose fabric source: Own fabric OR Platform material (extra cost)
- Select pickup address for fabric
- Select delivery address (can be different from pickup)
- Review order summary and total price
- Make payment via Razorpay (NO COD for stitching)

Order Tracking

- Real-time order status tracking
- Status stages: Order Placed → Pickup Scheduled → Fabric Picked → With Tailor → Cutting → Stitching → Hemming → Ironing → Ready → Out for Delivery → Delivered
- SMS/Email notifications at each stage
- Estimated delivery date display

- Track delivery partner location during pickup/delivery

Account Management

- Create account / Login
- Save multiple addresses
- Save measurement profiles
- View order history
- Re-order from previous orders

Post-Delivery

- Rate and review service
- Report issues/complaints
- Request free alteration (within 1 month)
- No refund policy (as per platform rules)

Readymade Clothing Store (E-commerce)

- Browse readymade pre-stitched clothing
- Filter by category, size, color, price
- View product images and details
- Add to cart and checkout
- Available for delivery across ALL INDIA
- Payment options: Online (Razorpay) OR Cash on Delivery (COD)
- Track e-commerce orders separately
- Standard e-commerce return/refund policy applies

5.2 Customer Order Flow

Step	Action
1	Customer visits website → Enters location (State + Pincode)
2	Browses available services → Selects desired service (e.g., Kurti Stitching)
3	Views pricing → Selects delivery type (Normal/Express/Premium)
4	Enters/selects measurements (self-enter OR attach slip with fabric)
5	Uploads design reference images (optional)
6	Enters pickup and delivery addresses
7	Reviews order → Confirms pricing (minimum ₹999)
8	Makes online payment via Razorpay
9	Order confirmed → Receives order ID and tracking link
10	Gets SMS/Email for pickup scheduling
11	Hands over fabric to Delivery Partner

Step	Action
12	Tracks order progress in real-time
13	Receives stitched garment → Order complete
14	Can request free alteration within 30 days if issues

6. COMPLETE ORDER LIFECYCLE

This section shows how all four roles interact throughout a single order's journey.

Phase	Actor	Action
1	Customer	Places order → Pays online → Order created in system
2	Admin	Reviews order → Assigns Delivery Partner for fabric pickup
3	Delivery Partner	Picks up fabric from Customer → Delivers to Tailor
4	Admin	Assigns order to suitable Tailor
5	Tailor	Accepts order → Receives fabric → Begins stitching
6	Tailor	Updates progress → Completes work → Uploads photos → Marks ready
7	Admin	Verifies quality → Assigns Delivery Partner for final delivery
8	Delivery Partner	Picks from Tailor → Delivers to Customer
9	Customer	Receives garment → Order marked complete
10	Admin	Processes payments to Tailor (15-day cycle) and Delivery Partner

7. ORDER STATUS DEFINITIONS

Status	Description
ORDER_PLACED	Customer has placed and paid for the order
PICKUP_ASSIGNED	Delivery Partner assigned for fabric pickup
PICKUP_IN_PROGRESS	Delivery Partner on the way to customer
FABRIC_PICKED	Fabric collected from customer
TAILOR_ASSIGNED	Order assigned to a Tailor
WITH_TAILOR	Fabric delivered to Tailor
CUTTING	Tailor has started cutting

Status	Description
STITCHING	Stitching in progress
HEMMING	Hemming in progress
IRONING	Final ironing/finishing
READY_FOR_DISPATCH	Stitching complete, waiting for pickup
DELIVERY_ASSIGNED	Delivery Partner assigned for final delivery
OUT_FOR_DELIVERY	Delivery Partner on the way to customer
DELIVERED	Order delivered to customer
CANCELLED	Order cancelled (only before pickup)
ALTERATION_REQUESTED	Customer requested alteration within 30 days

8. KEY BUSINESS RULES

8.1 Pricing Rules

- Minimum stitching order value: ₹999
- Platform controls ALL pricing (not tailors)
- Fixed commission structure for tailors
- STITCHING: Online payment only (NO COD)
- E-COMMERCE (Readymade): Both COD and Online payment available
- E-commerce available for ALL INDIA delivery

8.2 Cancellation Rules

- Order can be cancelled ONLY before fabric pickup
- Once fabric is picked, NO cancellation allowed
- No refund policy

8.3 Delivery Timeline Rules

- Normal: 15 days
- Express: 10 days
- Premium: 7 days
- Delay = Discount on next purchase

8.4 Tailor Rules

- Rejecting orders leads to penalty/permanent ban
- Underperforming tailors get banned
- Payment cycle: 15 days

- Tailor liable for fabric theft/damage

8.5 Quality & Alteration Rules

- Free alteration within 30 days of delivery
- Tailor uploads photos for quality verification
- Re-stitching for stitching defects
- Customer responsible if they provide wrong measurements
- Company responsible if platform takes measurements

— *End of Flow Document* —

Document prepared for: Tailoring Marketplace Platform

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