

Scope of Work (SOW)

eGroceryMart – Online Marketplace for Grocery, Religions rituals & ceremony items, Dairy, Fruits & Vegetables, Fresh Produce (egg, fish & meats)

1. Project Overview

This project aims to design, develop, and deploy a full-featured eCommerce portal for online sales of grocery items, dairy products, and fresh fruits and vegetables. The platform will allow end-users to browse products, make secure online payments, and schedule deliveries. Vendors can register and list their products for sale.

2. Objectives

- Build a multi-vendor eCommerce marketplace for fresh and packaged food items.
 - Enable seamless user experience for browsing, ordering, and payments.
 - Support real-time inventory management and order tracking.
 - Provide admin dashboard for platform control and analytics.
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3. Features & Functional Scope

A. End User Portal Features

1. User Registration and Login

- Email/Phone + OTP or password-based registration
- Social login integration

2. Product Browsing and Search

- Category-wise and vendor-wise product filtering
- Search with autocomplete suggestions
- Location-based vendor filtering

3. Product Details Page

- Product description, Organized categories (fruits, vegetables, dairy, snacks, etc.), price, quantity, nutrition details (if applicable).
- find products using keywords, categories, or filters (e.g., organic, vegan, gluten-free, brand, price).

- Indian Sweets.
- Indian Religious items Puja (ritual worship & devotional ceremony), Aarti (offering of light for ceremonial prayer), Bhajan/Kirtan (devotional singing or spiritual songs), Murtis for Puja (idol worship or worship of sacred images/statues), Rituals (religious ceremonies, spiritual practices, or customary rites), Offerings (devotional offerings, sacred gifts & symbolic offerings), and Festivals (religious festivals & spiritual celebrations items)
- South-Indian
- Sri-Lankan
- Philippians groceries.
- Product image(s).
- Vendor details and delivery info.
- **Smart Search Algorithms & Filter:** Advanced search bar with filters for brand, price, dietary preferences, etc.
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4. Cart and Checkout

- Add/update/remove products from cart
- Apply coupons or promo codes
- Select delivery slot.
- Add delivery instructions (Add notes for contactless delivery or preferred drop-off location).
- **Multiple Delivery Options:** Home delivery, click-and-collect, scheduled delivery slots.
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5. Online Payment Integration

- Payment gateway integration (Stripe)
- Support for credit/debit cards, wallets, and net banking
- Payment confirmation & failure handling

6. Order Management

- View order history
- Live order tracking (if integrated with delivery partner)
- Order cancellation/refund initiation
- Please include alerts and notifications for placed orders, processing, out for delivery.

7. User Profile Management

- Address book
- Past orders
- Saved payment methods
- Alerts & Notification settings

8. Ratings & Reviews

- Product and vendor review options post-delivery
- Report abuse/inappropriate reviews

9. Support and Chat

- Contact support (email form)

FAQs10. Payment & Offers

- **Secure Payment Gateway:** Multiple payment options (credit/debit cards, wallets, Apple pay, google pay etc).
- **Coupons & Discounts:** Promo codes, loyalty points, and seasonal offers.
- **Invoice & Billing:** Digital receipts and easy access to past orders.

11. Loyalty Programs & Discounts (allocation of 2-3% of profit into loyalty program)

- Earn points, apply promo codes, and access member-only deals.

12. Customer Support & Easy Returns

- Live chat, FAQs, and hassle-free return/refund policies for damaged or incorrect items.

13. Personalized Recommendations (this can be parked for next release)

- AI-driven suggestions based on past purchases, preferences, and seasonal trends.

14. **Easy Reordering**

- “Buy Again” or “Reorder” options for frequently purchased items save time.

15. **Subscription & Auto-Replenishment** (this may be parked for next release)

- Set up recurring deliveries for essentials like milk, bread, or baby products.

16. **AI-Based Recommendations:** Personalized suggestions based on shopping habits.

17. **Mobile Optimization:** User-friendly mobile apps and websites allow for on-the-go shopping.

18. **Price Comparison:** Easily compare prices across different products and brands. (Please think about this one as could be biggest differentiator).

19. **Wish Lists:** Save favorite items for future purchases.

20. pet supplies (TO-BE Included in next phase_

B. Vendor Portal Features

1. **Vendor Registration and Onboarding**

- KYC documents upload (PAN, GSTIN, Business License)—This is not applicable for New Zealand as all the physical addresses are verified by govt.
- Approval workflow by admin
- Bank account details for settlements

2. **Product Management**

- Add/edit/delete product listings
- Manage pricing, discounts, stock, variants (e.g., weight, pack size)
- Upload product images

3. Order Management

- Receive real-time order notifications
- Accept/reject orders (based on stock)
- Update delivery status

4. Inventory and Stock Control

- Real-time inventory update
- Out-of-stock alerts.

5. Real-Time Inventory Updates

- See what's in stock and get notified when out-of-stock items return.

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6. Analytics Dashboard

- Sales summary
- Best-selling products
- Revenue and payout reports.
- Number of customers served.
- Number of deliveries for a particular day.

7. Payout Management

- Track earnings
- Settlement history

8. Vendor Support

- Support ticket system
- Notification for policy changes

C. Admin Portal Features

1. User Management

- View/edit/delete user accounts
- Monitor suspicious activities

2. Vendor Management

- Approve/reject vendor applications
- Manage vendor profiles and documents
- Set commission rate per vendor or product category

3. Product Moderation

- Approve or reject product listings
- Flag and remove inappropriate content

4. Order and Payment Management

- View all transactions
- Handle disputes and refunds
- Integrate delivery partners for tracking

5. CMS and Marketing

- Banner & promo management
- Content pages (About Us, Terms, FAQs)
- Push notifications and email campaigns

6. Reports and Analytics

- Real-time dashboards
- Sales by product, vendor, category, and region
- Inventory alerts
- Revenue and commission breakdown.
- Customer statistics

4. Technical Requirements

- **Web Application (Mobile-Responsive)**
- **Mobile App (Optional – Phase 2)**

- **Technology Stack** (suggested):
 - Frontend: ReactJS
 - Backend: python FastAPI / php Laravel API
 - Database: PostgreSQL
 - Hosting: AWS
 - Payment Gateway: Stripe
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5. Security Requirements

- SSL/TLS encryption
 - Role-based access control
 - Data validation & sanitization
 - Secure authentication (JWT or OAuth2).
 - Do we need to acquire payment gateways??
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6. Third-Party Integrations

- Payment gateways
 - SMS/Email service providers
 - Delivery/logistics partner APIs (e.g., Shippocket, Dunzo)
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7. Non-Functional Requirements

- Scalability to handle high user traffic
 - Availability: 99.9% uptime
 - Performance: Load time < 3 sec
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8. Deliverables

- Functional Web Application
- Admin Dashboard
- Vendor Portal

- Technical Documentation
 - Deployment and UAT Support
 - Post-Go-Live Support for 1 year
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9. Assumptions & Constraints

- Vendors will be responsible for product quality and timely delivery.
- Phase 1 will focus on Web Platform only.
- Admin will handle vendor approval manually (can be automated later).
- No inventory warehousing — vendors manage their own inventory.

Please keep in mind that following features are non-negotiable.

- 1. User-friendly interface.**
- 2. Comprehensive product catalog.**
- 3. Inventory management.**
- 4. Secure payment gateways.**
- 5. Personalized recommendations.**
- 6. Product preferences.**
- 7. Replacements/Refund for out-of-stock or damaged products.**
- 8. Customer Support and Communication.**
- 9. Loyalty Programs and Discounts.**
- 10. Flexible Delivery Options.**
- 11. Social Media Integration.**
- 12. SEO-Friendly Content.**
- 13. For the reference please keep on referring to WOOLWORTH, NEW-WORLD and PAK N SAVE websites.**