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**Details**

1. **Registration**

First the user registers himself with the app and a profile will be created in the company domain.

1. **Registering the flat**

The user will need to enter his apartment or community

We will need to enter all the apartment data into our company database. And for the user we will give them a drop down for him to select the apartment.

For the apartment maintenance that is associated with us, we can even show the drop down of the flats in that particular apartment, and for the apartment maintenance that is not associated with us, we can let them select the apartment and let them enter the flat no randomly.

For the communities we need to enter the sub blocks of the community and let the user select the apartment with the block and then let them select the flat no if the the community maintenance is associated with us or if not let the user enter the flat no manually,

1. **Selecting the Utilities**

We need to list the following Utilities **: Water, Paper, Milk**

The user will select one of the above utilities and then he will select his subscription plan

1. **Selecting the Subscription**

Once the vendor approves it, then it will be highlighted intThe user will select the product and the frequency of the deliveries and the unit quantities per day to be delivered.. Then he will be taken to screen where he will select the seller, where all the sellers in that area will be displayed along with the prices they charge per unit quantity and the rating and stuff.. Upon clicking on any particular seller, there will be a summary page, and a button ”Request for approval” and then the subscription summary will be reflected in the subscriptions tab where but it will be in the “Approval pending” status and highlighted with Yellow.

o green and with green tick mark in the subscriptions tab.

Then , this subscription will be transferred to the cart where the payment can be done at the vendors wish, either in the very beginning or in the middle of the month or at the end of the month.

If the user wishes to add more subscriptions plan to his account he can repeat the above flow and each and every subscription will be treated individually.

Following cases are anticipated

1. Same product from multiple vendors
2. Multiple products from multiple vendors
3. Different products from same vendor
4. Only one product with only one vendor.

And any changes in the subscription plan or the requests for extra units and pauses for occasional halts can be subjective to user’s interest and will be reflected in the billing accordingly.

And how they will be billed can be referred in the billing section.

1. **Subscription Management**
   1. **On demand Requests :**

On demand requests are the requests used by the user to demand extra units of milk on any typical day or to pause the delivery in any particular day subjective to user’ conditions and it should be made mandatory that all such requests be made before 11:59pm for the following day. And only then, those orders will be reflected in the bills of that month and anycase other that this shall be dealt at the vendor’s interest. [This is only in context of Milk]

* + 1. **Extras requests**

Extra requests refers to the requests that users makes for requesting extra units of milk [ i.e., when there are relatives in the home or sudden party gathering or a function on the following day]. The requests need to be made before 11:59 pm for the following day requirement. Only then, those requests will be reflected in the seller’s cart for the following day. Any other cases are beyond the scope of our app and the user has to be deal separately with the vendor regarding those transactions.

* + - 1. Actions required
         1. Should be able to select the start date and end date or no. of days.
         2. Number of extra units needed.
      2. Processing
         1. The number of extra units will be added to the user schedule for the no of days selected for extra deliveries.
         2. Each day, the number of extra units will be added to the vendors daily list of deliveries.
         3. Each day, a separate notification will be sent to the vendor indicating the extra deliveries assigned for that day and he address of the user who made that request.
      3. Billing
         1. They will be added to the cart immediately after putting a extra request for the vendor and will be billed at the on going price of the unit.
         2. Each new request will have its own bill with a separate receipt / card associated with it, and will not be clubbed with others.
      4. Payment
         1. The extra bills will be in the cart of the user and can be paid at the user’s interest.
         2. Each separate bill card can be paid with separately or a single one time payment can be made for all the bills.
    1. **Pause requests**
       1. Actions required
          1. Should be able to select the start date and end date or no. of days.
       2. Processing
          1. The deliveries to the user will be paused for the selected dates,and the same will be reflected in the schedule of deliveries in the user deliveries column.
          2. Each day, the number of pause request units shall be deducted from the vendors daily list of deliveries.
          3. Each day, a separate notification will be sent to the vendor indicating the deliveries that are paused for that day and the address of the associated user.
       3. Billing
          1. They will be added to the cart immediately after putting a pause request for the vendor and the deferred amount will be deducted at the price of the unit when subscribed.
          2. Each new request will have its own bill with a separate receipt / card associated with it, and will not be clubbed with others.
       4. Payment
          1. The pause request bills will be in the cart of the user and that amount can be subtracted from the following month if the user is still subscribed to the same vendor, if not they can be collected from the vendor offline at the user interest.
  1. **Subscription requests:**
     1. New subscription requests:
        1. Request for new subscription
           1. The user will select the product and the frequency and the quantity of a particular utility and will select the suitable vendor catering at desired price. And then he will click a “request for subscription” button where a request will be lodged to the vendor with user details [ apartment name, flat name , user name, and mobile no.]
           2. The products and vendors that a particular user will get to see can be discussed under the relevance algorithmia section.
           3. Once a request is made, then it will be shown in the subscriptions list with a “pending for approval status” and highlighted with yellow and a alert symbol.
           4. Once it is approved, it will be highlighted to green and a notification will be sent to the user saying that a particular subscription is approved by the vendor, and a delivery schedules will be populated for the user for the desired month or the period of subscription chosen, and a bill will be generated in the bills section with the number of units estimated for the period of subscription billed at the current day price of the subscribed unit.
           5. Then, subjective to vendor’s interest, the bill can be paid at the onset of the subscription period or in the lead days post the onset of subscription.
           6. If the user fails to pay the bills post the vendor request of advance payment, then it is at the vendors discretion to either continue or hold or cancel the subscription, and the vendor shall be provided with necessary options. And the vendor interest of collecting the bills in the advance shall be mentioned in the description of the vendor.
        2. Subscription Approval
           1. Once the vendor gets a subscription request from a particular user, he will approve the subscription for a particular at his own interest.
           2. If he wants to, give them a trial or would like to discuss further about the product, he can do that and ost the user agreement, he can approve the subscription, and from then on, the units for delivery for that particular user will be reflected in the daily order list of the vendor.
     2. Cancellations
        1. Actions required
           1. To be able to select and unsubscribe to a particular product among many subscriptions in same utility.
           2. An unsubscribe button.
        2. Processing
           1. User will send a request which will be approved by the the vendor post all the bills are verified and collected.
           2. If done in middle of the month, all the scheduled deliveries for the month will be removed from the user deliveries schedule table.
           3. If the subscription amount is already paid in advance, they can request the balance amount from the vendor.
           4. If the subscription amount is not paid in advance, then, a bill will be generated accounting for the total units delivered till date.
        3. Billing
           1. On the date of requesting for unsubscription, if it is in the middle of the month and if advance amount is paid, then remaining days bill amount has to be paid back by the vendor, and the amount will be paid at the value of the unit when subscription was scheduled for that day.
        4. Payment
           1. The user will have option to pay the remaining amount through app or cash, but the vendor can only play the remaining amount by cash to the user and no provision shall be made at this point to transfer the amount back into the user account.
  2. **Frequency management of the deliveries**

1. **Billing**

There will be a bill card generated for every transaction associated with a request made. And the contents of the bill will indicate the type of transaction and the scope of the request made in terms of the number of days the bill is validated for. The calculations associated with a particular bill will be discussed below.

* 1. **Billing the subscriptions after the approval.**
     1. Immediately after the approval of the subscription by the vendor, a bill card will be added to the bills section of the user.
     2. It will be billed as (no. of the units per day) \* (unit cost) \* (No of days in a month / frequency of deliveries).
     3. Unit cost will be the unit price on the day of subscription or day of renewal of the existing subscription.
     4. Each request will have a separate bill card associated with it even if he wishes to add multiple subscriptions to his subscriptions list.

However a customer can wish to pay, at the interest of the vendor, and if they make any other requests in due time, those bill cards will be saved in the bills section. These are the various cases possible:

1. Immediately
2. In the middle of the month, or
3. Late in the month
   1. **Billing the on-demand requests.**
      1. Extra requests : the extra requests will be billed at the current day price of the unit.
      2. The pause requests will have 2 cases
         1. If subscription amount paid in advance : then a negative bill will be added to the bill section for both user and vendor which can be redeemed from the following month subscription amount.
         2. If subscription amount is not paid yet : even then, a negative bill card will be added to the bills section which can be deducted while paying the subscription amount.
   2. **Billing the special requests - Cancellations.**
      1. When any user opts for cancellation, a notification will be sent to the vendor with the associated dues or receivables for a particular transaction.
      2. If money has to be paid to the vendor a positive bill will be shown in the card for both the parties.
      3. If money is to be collected from the the vendor a negative bill will be shown to the vendor,
   3. **If price is changed in between**
      1. If price is changed in between, then a bill card will be generated with the differed price for the rest of the subscription period as (differed price)\*(remaining subscription period).

Extras - (the number of units)\*(number of days) will be added and will be billed at the unit cost of utility on the day of delivery.

Pause - will deduct the amount billed for the (no of units)\*(no of days) paused at the cost during the payment of subscription.

1. **Payments** 
   1. Bill cards from bill's sections can be added to the cart
      1. Each bill card can be moved individually to the cart.
      2. An option to move all the bill cards to cart at a time.
   2. Dynamically updating bills with each transaction.
   3. Online payments will be automatically tracked at vendors end.
   4. Cash also can be paid, and will be updated at the vendor end.
2. **Notification Center**

A separate section with all the notification and updates bundled at one place, however they will be updated in the concerned locations.

1. **Variations across Milk, Water and Paper.**
2. **Critical Cases**
   1. What comes first ? Selecting the product or the vendor.
   2. Pairing with an Existing Vendor
   3. Pairing with a new vendor. - selecting the subscription plan
   4. Registering flat Without apartment maintenance
   5. Registering flat With apartment maintenance
   6. Verification with of the user address without apartment maintenance
   7. Verification with of the user address with apartment maintenance
   8. New Subscription with current vendor
   9. New and extra subscription with new vendor
   10. Having subscription of 2 units everyday, and then requested 3 units extra for the next 4 days, but after 2 days, they decided to get it back to normal.

1. **Notes**