**BQ Service**

Coffee pickup and delivery service in IUB

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[Project Abstract]

We love coffee. When we try to get coffee after class or right before, there are always an endless long line in Starbucks and etc. We just want a single cup of coffee which will help us to endure next few hours, but it is so hard to get one after or before class. Also, when we are busy during the day, we just want to have a cup of coffee ready for us from the nearest coffee shop from my spot and grab and go. We want to specifically target the busy customers such as students and professors during the day. Also, we are going to add another business model for an option; taking a delivery options for coffee. This option will solve the problems that customers will not wait for the long lines and satisfy with their coffee by serving them on exact scheduled time.

In this paper, we would like to introduce BQ.com website which provides coffee pick-up and delivery services from local coffee shops to customers. Our goal of this project is to increase in revenue by efficiently managing takeout and delivery orders, reduce a long line by serving takeout order and regular order separately, and create more frequent customers.

BQ service (BQ.com) is a list of stores which offer coffees to customers. It will display the names and locations of stores in google map. When a user selects a store, BQ service displays lists of coffees, such as latte and mocha, on the screen. With the completion of selecting a store and a menu, it allows users to choose whether they would like the item to be delivered or to pick up at a store. After selecting an item, it leads users to pay via PayPal. Users also can check their items in the shopping cart. In addition, BQ service provides a management system for stores. Stores can receive an account if they would like to join the service and they are able to see product payment and customer information on the screen.

Currently, Starbucks has similar service on its mobile application. However, there is a major difference with this service compare to our solution; unable to schedule a certain pick up time. When the order is made through Starbucks App, it helps to find the nearest store and place the order, but not in a specific scheduled time when customers want.

BQ service is a convenient online coffee store in Indiana Bloomington. It will increase revenue, create returning customers and reduce long lines. It is ready to launch a pickup and delivery service in online market. It also has a possibility to expand business in other area.