**APP Work Flow & Questions**

1. User enters the mobile number
2. Then OTP password will be send to their mobile via sms
3. User authenticates by entering the OTP.
4. User enters profile information such as name,address etc.

**Questions:**

1. **How can we differentiate a user as customer/dealer**
2. **If the user is a dealer then what are the extra fields we need to provide**
3. **what is meant by dealer code and how will bharat ration provide them and how can we validate the dealer using the code.**
4. User moves to the main page with 3 options like go to website,camera and audio options.
5. Now user place the order via camera or microphone and the user details will be prefilled if they had completed step d or they will be redirected to step d.
6. Now user sends the order via email.

**Questions:**

1. **Here how will the bharat ration tracks the order?**
2. **Suppose if a user wants to cancel the order how will they do that?**
3. **Also at the end of the day how will bharat ration knows about the completed, pending, cancelled, delievered orders.**
4. **How the customer tracks the order?**
5. **How will the customer views the order history?**
6. Now the dealer/client selects or enquire about gifts.

**Questions about dealer:**

1. **Dealer enters the amount and select the gift and if the dealer belongs to cities other than Chennai then how will they select the gift example: Movie Tickets.**
2. **How will the bharat ration keeps track of the gift send to dealers/customers i mean for which order ?(For example : iam a dealer and i had placed 3 orders in 3 days with variable amount and i selected gifts regarding that amount and how will bharat ration tracks this at the end of the month.)**
3. **How will the bharat ration knows about eligible gifts for the orders?**

**Questions about Customer:**

1. **Suppose if a User places the order and bharat ration sends an amount and gift items and if a user wants to add or remove items from the order list how can we do this and also if the user wants to cancel the entire order how will they do that?**
2. **If the customer from tirunelveli places an order then how will bharat ration sends the gift say movie tickets coz it will varies from city to city.**
3. **Also you said currently customers from Chennai only can place an order but the app contains all cities of tamilnadu and if an user from tirunelveli download the app and places the order how will you inform the user about order cancellation.**

**Other Questions:**

1. **Will you need password for login purpose.**
2. **Can user add additional address in their profile**
3. **Will there be a logout option**
4. **What about payment option? Only cash on delivery?**