IMPLEMENTATION DETAIL

DRIVER APPLICATION

2019 Q2

1. **Architect design of driver app**

   Within Architectural designing we categorize "what" and "why" questions as architectural drivers, which include
   - Design objectives
   - Primary functional requirements
   - Quality attribute scenarios
   - Constraints
   - Architectural concerns

2. **Mock designing of driver app which can fulfil architectural requirements**
   nce we decided to write a driver app, we turned to our extensive and diverse user base for insights on how to design workflows and which features would be most useful. The feedback from our driver-partners served as a crucial motivation for our initial UX design.

3. **Implemented new latest technology to IONIC**
   Ionic offers a familiar, cutting edge web development experience using modern JavaScript and TypeScript, advanced web APIs such as web components, and deep integration with Progressive Web App APIs such as Service Workers. It's quite literally the modern web platform extended for native mobile app store apps.

4. **Standalone customized css and animation library generated**

   Generated custom css and design to make application handy and fast changeable. The custom css allows the user to customize the look, feel, layout, and design of their blog without the need to use Advanced Templates.

5. **Custom component and design for specific category or user**

   Personalize a UI according to your agent, customer, and company needs. It's very helpful for our drivers to be more effective and reduce context switching with quick access to important data and information.

6. **Multi Language (Hindi and English) to support driver**

   To provide all driver's a good usable platform we added Hindi support with English language as some of them are not able to understand the routine delivery terminology in english.

7. **Custom popup and other reusable components.**

   Custom popup to improve application performance and usability in driver end.

2019 Q4

1. **Route list detail**

   Added complete route detail and sequence to provide the driver a clear understanding which route needs to start first on the basis of delivery time.

2. **Route navigation with google map**

   To help drivers with proper route planning we add google navigation in the driver app. By providing this feature to our driver, we helped our driver to reach the retailer/delivery location without any problem and he can save time.

3. **COD and advance order segregation**

   Generated UI to segregate COD orders and advance order to collect payment for

Cash collection for COD orders to make delivery easy and at the same time to deliver order fast.

Change UI to show the total amount needed to collect from today's delivery. Which include need to collect and total collected.

4. **Camera enabled features for delivered order**

   Added this feature to check if an order is delivered successfully or not. It helps the operation team to track whether an order is delivered or not. Drivers need to take a photo for the delivered order and have to mark it successfully.

2019 Q4

1. **Driver tracking detail to trace driver**

   This feature helps to track the driver and current location of the driver to get exact delivery time. This feature helped to get exact delivery time for one order.

2. **Order delivery time through in-out time**

   Added feature to track delivery time by clicking on in-out-time. This feature helped to get exact delivery time for one order. On the basis delivery time and current location can update other retailers about their tentative delivery time.

3. **SMS integration to inform reseller and transporter**

   Integrated SMS service to inform reseller and transporter about the delivery time and driver. This also helped transporters and retailers to inform if there is any vehicle damage or accident.

2020

Q1-

Implementation of locus with new technology (RN)
- **Variable load balancing:** Including constraints like vehicle models, capacity, operating hours, locations and more
- **Intelligent routing plans:** Reduction in time and cost factoring real-time variables on road such as roadblocks, traffic, etc
- **Smart parcel sorting:** Automatic sorting of shipment addresses into their optimized routes by converting fuzzy addresses into their accurate geo-coordinates
- **Instant alerts and live tracking:** Mitigation plan for any network disturbances
- Locus provides its clients with a complete route optimization product

Q2-

1. **Live Route tracking with Locus**

   Locus also provides features like Smart order allocation, Rider preference consideration, Real-time ETA, Live tracking for driver, Electronic proof of delivery.

2. **Driver tracking with offline mode and image capturing**

   Implemented offline support of driver app and image capturing to check the delivery status.

CONSUMER APPLICATION

2019 Q4

1. **Architect design of consumer app**

   Within Architectural designing of consumer app we changed our full functionality and architecture from B2B to B2C, as there are already so many apps available in the market so we changed our strategy to build this application and launched it in the market.

2. Implementation of basic product listening with checkout

   In the first phase of Consumer application add limited SKU, to check the response of consumers.

2020 Q1

Consumer

1. **Implementation of customer registration and order tracing**

   After getting successful customer responses we add customer registration support to track order history

2. **Dynamic products categories**

   On the basis of customer demand we add multiple categories of product range in consumer application to fulfill customer demand.

3. **Product offer, discount on MRP and packs**

   To attract customers we introduced product offers in customer applications and special discounts on MRP and packs.

Partner

To manage consumers in an introduced partner/reseller application which allows our partners to manage their consumer orders/deliveries of fresh fruits & veggies. The app allows partners to:

- Leverage social commerce to share promos/deals with consumer
- View customer orders
- Manage pickups / deliveries
- Track payments
- Manage earnings

1. **Implementation of partner registration**

   In the first phase added partner registration on the basis of their location.

2. **Dashboard matrix to check growth**

   Added dashboard matrix to show partner growth on weekly basis and earnings on the basis of order count on that particular week.

3. **Consumer listing and add consumer**

   To view current active consumers and invited customers so that the partner can view a segregated list of his consumers and can improve his earning.

2020 Q2

Consumer

1. **Apply/remove coupon on cart**

   To encourage customers to make more orders and handle if they want to change wallet coupon codes.

2. **Add money to Wallet and earn**

   Using this feature, a consumer can add money to his wallet and can earn more in terms of the scheme. Also, this feature helps them to place orders easily when they are confirming their order.

3. **Website for IOS consumers**

   Initial stage user base of the IOS consumer is very low, but after a period of time when our customer base increased we decided to cover IOS customers with Android, so to cover these numbers in the initial phase we introduced website support to place orders from the website.

4. **Payment gateways**

   After observing and requests from so many consumers that they want to pay through net banking to provide them ease of payment we introduced Razor pay and Paytm Wallet.

1. Razor pay - (Net banking, Cards and Wallet)
2. Paytm Wallet

Partner

1. **Location wise registration**

   To provide successful service and improve delivery ratio in the area from that area we introduced location wise registration. In this feature we track their location on the basis of their latitude and longitude and create polygons in which they need to serve.

2. **Add customer and whatsapp promotion**

   Added whatsapp support so that partners can easily send and promote products and improve their earning and order.

3. **Add money to consumer's Wallet**

   After so many requests we introduced money to consumers' wallets. This feature allows partners to add money to their consumer account and then they can place orders.

4. **Payment gateways**

   Incorporated payment gateway in partner app to support add payment in consumer's wallet we introduced Razor pay and Paytm Wallet.

   3. Razor pay - (Net banking, Cards and Wallet)
   4. Paytm Wallet

2020 Q3

Consumer (IOS app developed)

1. **Partner auto assign and selection (RN development started side by side)**

   On the basis of referral code partner will be auto assigned partner on the basis of partner code.

2. **Earn on refer scheme launched**

Introduced refer scheme "Refer and Earn" so that consumers can refer and earn if the referred consumer placed an order.

3. **Location wise reseller suggestion and registration**

Location tracking introduced and got the location of consumers and on the basis of their current location we suggest resellers available in their location in which they can register and place their order.

Partner (IOS app developed)

1. **Marketing partner in introduced**

Introduced this feature to improve consumer base and support those partners who want to work as a marketing partner not as a delivery partner. Marketing partners can refer from any place and start earning.

2. **Earning dashboard improved**

Improved dashboard to show earnings of both types of partners (Partner and Marketing), they can view their earnings easily and improve their growth and also contribute to the growth of the company.

2020 Q4

Consumer (RN development completed)

We have completed React Native consumer app development with all the features available in current applications with updated features and technology.

1. **With category navigation and localization**

Category of all the SKU and localization on the basis of consumer location.

2. **Change partner request**

To improve consumer experience we introduced this feature. Using this feature consumer can request to change the partner if he/she is not satisfied with the service of the partner (delivery and communication)

3. **Customer support**

   To provide better consumer experience we also introduced Customer support in which consumers can call/discuss with the customer support and resolve their query.

4. **Ticketing system**

   To improve the consumer experience we added a ticketing system. Using this system consumers can create a ticket on their order and also can track what is the status of their issue.

5. **Partner feedback after delivery**

   To get consumer feedback about their partner and service we added partner feedback after successful delivery.

6. **Deal of the day**

   We introduced this after having successful connections with the farmers and SKU availability. This feature is available only for that particular date which helps us to improve consumer engagement.

Partner

1. **Order delivery tracking with delivery status marking**

   To track the order status if it is delivered by the driver or not we introduced delivery status marking. The partner needs to update all the orders after successful delivery if he is not able to deliver he also needs to update the same.

2. **First order acceptating**

We introduced this feature to improve the first order delivery experience. In this feature new consumer order will reflect in the main screen of the partner application with their location and distance.

3. **Whatsapp group creation**

   Using this feature, partners can create their whatsapp group and circulate today's deal and promotion and communicate with their group members.

4. **Partner registration on serviceable area**

   We introduced serviceable areas and if the partner registers within the serviceable area then only we can enable him and mark him for delivery partner.

5. **Delivery Boy introduced**

   Our partners want to improve their service within the delivery time so we introduced this feature to add their delivery boy. Partners can add their delivery and can manage it from the app.