

ABSTRACT

GRAB & GO

Smart Supermarket Online Pre-Order & Pickup System

The Smart Supermarket Online Pre-Order & Pickup System is a comprehensive, user-friendly digital platform designed to enhance the retail shopping experience by enabling customers to order products online and collect them at their convenience. The system provides a seamless interface for browsing supermarket items, adding products to a virtual cart, making secure digital payments, and scheduling a preferred pickup time.

Key Features:

- Customers can register on the platform to explore a wide range of grocery and supermarket products. Orders can be placed at any time, ensuring a flexible and convenient shopping experience without physically waiting in long billing queues.
- The system allows users to select a specific pickup date and time according to store availability. Upon arrival, customers can verify their order using secure QR code scanning to ensure fast and accurate order handover.
- Real-time inventory management ensures that stock availability is constantly updated, preventing order conflicts and improving resource planning for supermarket staff.
- Supermarket employees receive automated order lists, packing instructions, and delivery priorities, enabling quick order preparation and reducing operational workload.
- Personalized product recommendations, digital offers, and loyalty rewards help customers discover popular items while improving overall supermarket sales performance.

User Perspectives:

- **Admin** users have access to a centralized dashboard to manage product categories, update stock levels, monitor order status, and generate reports for business insights and performance tracking.
- **Customers** benefit from a smooth online shopping interface, access to previous order history, digital invoices, and notifications on order confirmation and pickup timing.

- **Supermarket staff** can efficiently view, process, and mark orders as ready for pickup, ensuring minimal customer waiting time and improved service quality.