Grooso

1. **Super Admin (YOU)**

Highest authority. Has access to everything.

Core Powers:

Full access to backend & dashboard

Create, remove, or limit vendors/sellers/store owners

View and edit all vendors, sellers, store owners

Modify commission structures, app policies, terms

Override any financial transaction or payout, Hold payment if any problem occured

Approve/delete products, categories, or user roles

View entire transaction logs, activity reports

Access sensitive data like user KYC, refunds, and withdrawal history

Freeze or shut down any part of the platform

Manage high-level decisions: like payout rules, delivery charges, app-wide settings

Onboard or reject vendors, sellers, stores

Monitor and resolve customer queries

Monitor orders, disputes, and delivery reports

Approve/reject product listings

Manage returns, refunds, and inventory for vendors/stores

Monitor delivery team and assign deliveries manually if needed

Blacklist or Freeze feature: For bad vendors/sellers/stores

Product flagging: If customer reports wrong item, product gets hidden for review

Inventory auto-check: Alert when 80% stock gets sold, nudge vendor to update

Add vendor or store manually (even if they don't register)

Manually adjust vendor wallet (Payment)

Full view of revenue, profits, payouts, commissions, wallet balances, pending dues.

Override payments, block withdrawals, or release funds manually.

Adjust commission structures for any vendor, seller, or store.

See complete transaction history

B. Onboarding: (Vendor {express}

Vendors register via a dedicated vendor portal or can be added manually by super admin (me).

Upload necessary docs: GST, bank details, ID proof, address. (If added by super admin, update these documents later)

Accept Grooso's vendor/seller/ store owner Terms & Conditions.

Admin approves after verification.

2. Product Listing:

Vendor adds products (name, image, MRP, selling price, stock qty).

Geo-tagging to define availability only in their city.

Option to set product variants (e.g., 1kg, 500g).

Admin should be able to edit or approve the product before it's live.

C. SELLERS — (Grooso E-commerce: Nationwide)

Purpose:

To allow nationwide sellers to list products for pan-India shipping (e.g., fashion, electronics, home goods).

Onboarding:

Seller signs up via E-commerce portal. Or be added by super admin.

Upload KYC docs (GST, PAN, Bank details, Address).

Choose shipping method:

Own shipping

Use Logistics service arranged by Grooso

Admin verifies and approves.

2. Product Listing:

Product catalog with SKUs, images, descriptions, categories, MRP, selling price, stock.

Add delivery timelines (2–5 days).

SEO tags and brand mentions.

Admin can review and approve listings.

3. Orders & Shipping:

Buyer places order; seller gets notified.

If Grooso handles shipping:

Pickup scheduled.

Tracking provided.

If seller ships:

Upload tracking details.

Must mark as shipped within set time.

Payments & Commission:

Grooso charges a commission (percentage-based). On basis of category

Balance is held in seller wallet.

Payouts are processed after return period over ie: after a week (or biweekly)

Penalty rules for RTOs, fake listings, etc.

D. CITY MART STORE OWNERS — (Hyper-Local Physical Store Listings)

Purpose:

To list real, physical retail shops (kirana, boutique, cosmetics, electronics, pharmacy) and bring their products online for customers in the same city.

1. Onboarding:

Admin adds store manually OR store owner signs up and applies.

Upload KYC + Store license.

Geo-tag store location.

Choose delivery method:

Store's own staff

Grooso local delivery team

2. Product Listing:

Add products manually (store owner or admin).

Can mirror their POS billing system.

Add images, variants, MRP, selling price, offers.

Set stock, delivery timing.

Online and offline option for accuracy of fullfillment of order

3. Orders & Delivery:

Local user places order.

Store gets notification.

Staff prepares order; Grooso rider take order and deliver it to customer

Code based delivery confirmation. (In customer order confirm page, we should add a colom where a code is displayed, like of customer order id or any other,   this code should be used as delivery confirmation.

4. Payments & Profit Model:

Option 1: Commission Model — Grooso takes % from sale.

Option 2: Fixed Payouts — Grooso Takes fixed pay out from order. (WE SHOULD SHOW A COLUMN IN VENDOR PRODUCT ADDING PAGE, WHERE WE TELL VENDOR TO ADD X VALUE AMOUNT OVER HIS PRODUCT PRICE OR THIS COLUMN WOULD BE USED BY SUPER ADMIN TO ADD UP PRICE TO THE BASE PRICE UPDATED FROM STORE OWNER)

Payments are done weekly.

Super admin can make notification, offer coupons, run sales, add tags on products as best seller, Grooso originals

1. **VENDORS (Grooso Express – City-wise Fulfillment)**

Main Power:

> Handle fast delivery orders in their assigned city for products stored with them. They are auto-assigned based on proximity to customer + availability (online status).

Powers & Features:

Online/Offline Switch:

If vendor is offline, they will not get orders.

Auto Order Assignment based on:

Nearest location

Online status

Stock availability

Inventory Control: Can update product quantity.

Real-product show up of order   with Accept/Reject option

Dispatch Orders

Order id and info / Invoice digital generate

Raise Flags for Delivery Delay or Issue

View Sales Dashboard

Earnings and Commission Report

Support Ticket for Issues

Option to Pause Specific Products

Notifications for:

New orders

Performance warnings

Delayed fulfillment alerts

3. **STORE OWNERS (City Mart – Local Stores)**

Main Power:

> Sell products available in their physical stores to local customers within the city. Acts as local seller.

Powers & Features:

Live Inventory Update Panel

Accept/Reject Orders (Local Only)

Online/Offline Toggle (to stop receiving orders if closed)

Order Pickup Status Update

Mark Products as Out of Stock / In Stock

Store Timing Management

Daily Sales Overview

Delivery Agent Coordination (Grooso Delivery)

Raise Order Issues

Push Local Offers (City Specific Deals)

Add option to share his store profile to his friend or in WhatsApp

Vendor Online/Offline toggle is mandatory and visible at the top of app.

If a vendor goes offline, their orders will automatically be re-assigned to the next nearest online vendor.

EXPRESS & CITY MART IS WITH IN CITY SO AT REGISTRATION THEY SHOULD ADD CITY

Grooso Admin can also force mark vendor/store offline in emergencies or non-response.

GROOSO CUSTOMER APP – FINALIZED STRUCTURE

Main Sections (Tabs or Navigation)

1. Grooso E-commerce (Nationwide Standard Delivery)

2. Grooso Express (Fast Delivery – City-based)

3. Grooso City Mart (Local Stores Listing in City)

1. **GROOSO EXPRESS (Quick Delivery)**

Main Role:

For instant, groceries, or other category, fast delivery in the same city.

Key Features:

Products listed by Grooso Express Vendors

Only products available in current city

Product page, Category, Subcategory then its products ,

Rating, Filters for shopping

Delivery Time Estimate (based on vendor & area)

Add to Cart & Checkout

Real-Time Stock Availability

Cancel / Return Options, (cancel only in 1 min of order)

Delivery Slot Options

Pay via Upi, or Cod

Quick Reorder from Past Orders

Subscription, Buy again, Reorder, favourites. Should buy.

GROOSO E-COMMERCE (Nationwide Delivery, customer side)

Main Role:

Everything available across India — fashion, electronics, beauty, non-urgent groceries, custom items, etc.

Key Features:

Products Listed by Sellers (nationwide)

Home page with products, banners, and category,

Smart Search, by Product or category,

Category, sub category and sub category and products,

CART: Directly buy or add to Cart option, can allow diffrent product shop from cart from diffrent sellers

Add to Cart & Checkout

Standard Delivery Timeline Display

Ratings & Reviews, seller profile

Product Comparisons and similar product

Follow Favorite Sellers

Track Orders (Courier Integration)

Apply Coupons at Checkout

Return/Refund ticket raise

Remove / Save For Later / Move to Wishlist

Notifications for Deals, Price Drops

Order Summary

Invoice Download

Shipment Tracker (with courier partner)

Status:

Order Placed → Seller Confirmed → Packed → Shipped → Delivered

Raise Issue

Cancel (before shipped)

GROOSO CITY MART (Local Stores in City, Customer end)

Main Role:

Explore and order from physical stores in your city (like a digital marketplace for local kirana & specialty stores).

Key Features:

List of Verified Local Stores (Store Owners)

Category of stores, kirana, electronic, Pharmacy etc.

Filters, Rating, online or not, near stores

Delivery timeline quick to hours. Based on category

Each store has a mini-page with:

Products and Ratings

Search across all stores or inside one store

Add to Cart & Order from Single store, not multiple store.

Delivery status shown based update from store.

Live Status: Store Open/Closed

Grooso Delivery

Payment: UPI / COD & cancel with in 1 min 30 seconds

Rate the Store after Delivery

Badges by Grooso or tags

Store pickup option = don't assign delivery,

Schedule delivery option

Search = product or store, then stores showing product

ORDER MANAGEMENT (All Sections)

Order ID + Section Badge (Express / E-com / City Mart)

Live Status: Ordered > Packed > Out for Delivery > Delivered

Delay Notification if Vendor is Late

Cancel, Return, or Replace

Raise Complaint / Talk to Support

Invoices & Bills Download

Rating & Feedback option for problem

Order Flow (Delivery Handling)

1. Order Assignment:

Nearest delivery agent

Priority to active + high-rated agents

Grooso Express & City Mart use this actively

2. Pickup Instructions:

Store or Vendor address (map + navigation)

Store Contact + Order ID

OTP/Code for pickup validation (optional)

Grooso Express Orders (priority) based on instant or slot bookings

City Mart Orders (pickup or store delivery)

Online/Offline System

Only Online delivery agents can be assigned

Manual Toggle: "I'm Available / Not Available"

2. User Management

- View, edit, deactivate users

- Search by phone, name, location

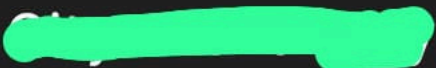- Ban or suspend user accounts if needed

b. Login/Signup

- OTP-based phone number login (Firebase or other API)

- Alternative: Google or email login

- Collect Name, Phone, Gender (optional), City

- Save Device Token for notifications

- Option to skip login for browsing (limited functionality)

c. Location/City Selection

- Dropdown or Auto-GPS location

- Allow user to select/change their city

- Main Categories > Subcategories (e.g., Grocery > Snacks > Chips)

2.2 Product Page Details

- Multiple images + zoom option

- Title, Brand, Weight/Volume

- Description (Bullets)

- MRP, Selling Price, Discount

- ▓▓▓▓▓▓▓▓

- "Sold by" (seller name)

- Delivery ETA (calculated based on location + seller type)

- Add to Cart / Buy Now

- Ratings & reviews

- Wishlist/Favorite button

- Auto-disable "out of stock" items

- Low stock alerts to seller

1.2 Seller App / Dashboard

- Upload/manage products (bulk upload too)

- Set prices, offers, discounts

- View live orders

- Mark orders "Ready", "Shipped", "Delivered"

- Inventory alerts

- View wallet earnings, payout request

- Notifications (orders, returns, disputes)

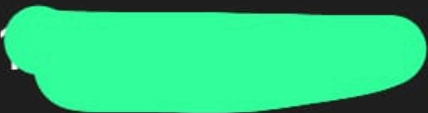- Reports (daily orders, returns, bestsellers)

4. Order Management

- View every order status
- Filter by: city, seller, product, delivery type
- Force cancel an order
- Escalate delivery delays
- View who cancelled (buyer, system, seller)
- ~~sign to delivery~~ (Expre~~ss~~
- Track delivery agent info (if own fleet)

8. Banner & Offers Manager

- Upload homepage banners

- Schedule deals (start/end date)

- Create "Buy 1 Get 1" or flat % off

- Flash Sale settings

- Coupon codes (category-specific or city-specific)

- Seller-level custom offer (limit to one seller)

6. Wallets & Payouts

- View seller wallet balances

- Deduct penalties manually (late dispatch, fake tracking)

- Approve payout requests

- Schedule automatic payouts (every 7 days,

- View overall payout history per seller

- Managing sellers, products, categories

- Monitoring orders, refunds, commissions

- Controlling banners, offers, notifications

- Approving, rejecting, resolving — everything

- Managing payouts and cash flow

- Overseeing marketing, growth, and system performance

7. Commission Engine

- Set different commission rates per:

  - Product category

  - Seller type vendor, pre

  - Promo season (can change for limited time)

- See how much Grooso earned from each seller

- Adjust commissions on live products

3. Product Management

- ~~Bulk upload or edit~~
- Approve flagged or reported products
- ~~Edit product names, descriptions, images~~
- See most returned products
- See banned items uploaded
- Hide/remove ~~products~~