

Requirements Confirmation Document

For Food Delivery App of



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Common Items

1. All mobile apps will be multilingual and will support following languages:
 - a. English
 - b. Arabic
 - c. Swedish
2. Admin Panel will be in English only.
3. All Apps and Admin dashboard will have Google Analytics integrated.
4. Apps will be created in Hybrid Framework.
5. Third party location tracking API will be used.
6. SMS API will be used for sending SMS
7. Email SMTP API will be used for sending Emails
8. Third Party App notification API (like OneSignal) will be used for app notifications
9. The entire system will have one currency only: AED.
10. Apps will work in vertical orientation only, even if the phone is turned around.

USER APP (Android and iOS)

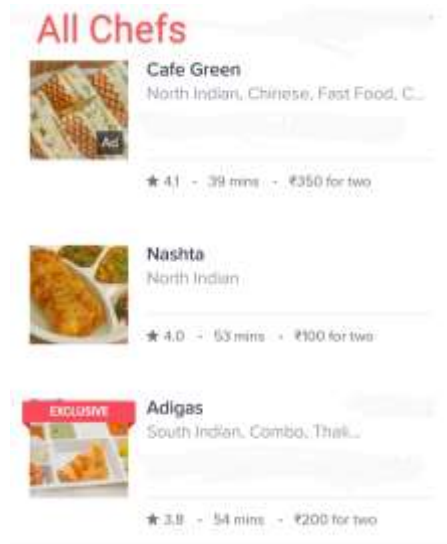
This app will be used by the customers to place their orders.

The workflow of the App:

1. When user opens the app for the first time, user will get an option to choose language. Then the app will run in that language. User will be able to change language anytime again via app's menu.
2. The user can Sign up via 2 ways:
 - a. First, he/she needs to create an account with the following details: Name, Address, Email ID, Contact No., and Password.
 - b. The second way is he/she can sign up via Facebook or Google, where they will have to provide Address and Contact number.

Based on the method of signup, the user can login via email id / password, or via Facebook / Google account.

3. After the Signup, the user will receive a confirmation OTP on the Contact number of the customer. The customer needs to enter the OTP in the app. And then the registration would be confirmed. The user registration will not require any confirmation from the Admin team (though, admin team will have an option to block any user).
4. The User can anytime change his contact number and address by going to his Profile/Account. Once he changes his phone number, he will get OTP with a new number to confirm. This will disable the user's previous phone number from the app. **Note:** At any time, a user can have only one mobile number associated with the app.
5. The user can add multiple addresses in the app. When the app is opened, then his last selected address will be used by default.
6. In the Profile, there would also be links of social media pages of TOM. Links of Facebook, Instagram, Twitter, LinkedIn, YouTube would be present in the form of icons.
7. There will be three sliding banner Ads on the user App on the first screen to advertise specific chefs. After clicking on the banner the user will be taken to the menu of that specific chef. All the users will see the same 3 banners. The banners will be controlled by the Admin team from the Admin panel. The banners can also be used to advertise specific coupon codes.
8. Below the banners would be a listing of all the chefs. **Only those chefs will be displayed which are located within 10 KM of the user's selected address.**



9. The chef listing on Home Page will show this information:
 - a. An image of the chef
 - b. Name of chef
 - c. Cuisines
 - d. Number of Ratings
 - e. Average Rating
 - f. Price Range (in form of dollar signs, with option for the chef to select from one to four dollar signs).
10. There would be a search bar on the top of the home page as well as a search bar icon on the footer. Search can be done on these parameters:
 - a. Chef Name
 - b. Dish Name
 - c. Cuisine



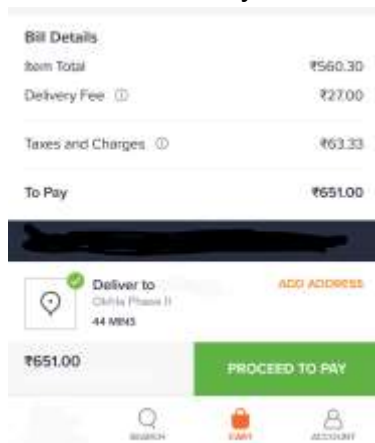
11. Below the banners, there would be filters to search by Cuisine.
12. The user can also see the coupon (coupon code) available and can apply that to the final pricing. The discount coupon will be available on the home screen banner (the banners that are on top).
13. After selecting a specific Chef, the user will be able to see the entire menu.
14. There would also be subcategories at the top using which user can see only specific items (like, Meat Meals, Appetizers, etc. These will be global categories created by Admin and chef will tag each food item against one of the categories).
15. Each item listing will show the following information:

- a. Name of the item
 - b. Picture of the item (if chef has not provided the picture, then a default picture would be used, which would be provided by Admin team). One picture can be added per item.
 - c. Brief description
 - d. Price
 - e. Number of people for which it is sufficient
 - f. Quantity (1 plate, 1 box, 1 platter, etc.)
16. There would be an option to Add the Dish and the user can add multiple quantities of multiple dishes. However, one order can have dishes from one restaurant only. In case user tries to select dishes from another restaurant, then user will get a warning message that there are already items in cart from another restaurant and those items will be removed if user selects dishes from this restaurant.
17. The user can see the items that have been added to the cart.
18. The user needs to go to the cart to proceed further with the final payment.
19. The cart page will show the selected address of the user. If the user has multiple addresses, then the user can select another address here, but if the restaurant does not fall within the delivery area as per that address, then the user will get a message that the restaurant does not deliver to that address and the cart will be made empty. User will then be navigated to the Home page, where he will see chef listing as per the newly selected address.
20. The user will be able to see the bill details. The bill would include following costs:
- a. Total price of items added to cart
 - b. Taxes
 - c. Delivery Fee
 - d. If any coupon is applied, then the coupon discount will also be shown on the screen. The coupon discount will be applied before calculation of taxes. **So, tax will be calculated on Total Price of items - Coupon discount.**

BURGER KING
1 Item, To pay: ₹651

Bill Details	
Item Total	₹560.30
Delivery Fee ⓘ	₹27.00
Taxes and Charges ⓘ	₹63.33
To Pay	₹651.00

21. There would be a section at the bottom that will show the address of the user and a “Proceed to Pay”.



22. There will also be an option to “Schedule for Future”. This option would be used to pre-order the food where the user can select the date and time of his respective order. User will need to make the payment immediately even for scheduled orders.
23. When user places a scheduled order, chef will get notification about that, which chef will need to accept / reject. The user will get notification once the chef accepts the order.
24. There would be a section in the app where the customer can see that status of his scheduled order. For scheduled orders also, the cancellation will be in the same manner as normal orders (detailed at the end of this doc).
25. The chef will get a notification one hour prior to scheduled time and chef will again confirm or reject it. The user will receive the second notification once the chef accepts the order and starts preparing his order.
26. The app will have a payment gateway integrated. Once the customer presses the payment button, customer will be redirected to the payment gateway where he can pay as per the options provided by the payment gateway.
27. Once the order is placed and accepted by the chef, the customer will receive the push notification as “your order has been accepted”.
28. After that, once the delivery guy is assigned to the order and delivery guy accepts, the customer will receive notification regarding the same. The name and phone number of the delivery guy will also become available in the app.
29. When chef hands over food to the delivery guy, the chef will mark the food as dispatched. Customer will again receive notification that the food is on the way.
30. With the help of the “track your food”, the user is able to access the Map integrated into the app and track the status of their order. Third party location tracking and map integration will be used.

31. At the bottom, the estimated time of the delivery will be mentioned. This will be dependent on the information received from the third party location tracking API. This information will be updated every 5 minutes.
32. Once the delivery guy will reach the location, the delivery guy will mark the order as delivered. The user will get a push notification that order is delivered and will also get an option to rate the food.
33. For that, the user will get a popup to rate the food in the form of stars where 1 star means “very bad” and 5 stars means “very good”. Only rating can be given; there won’t be an option to write review.
34. After the user gives a rating to the food, he will receive another push notification to “Give the rating to the app” on the App Store. It will directly take the user to our Google or iOS App Store page. However, this rate the app option will come only if the user gives 5 star rating to the food. In case user gives lower rating to the food, then he will not get option to give rating to the app.
35. All the past orders will be saved in the customer profile. These will be displayed in reverse chronological order. Following info will be displayed with each order:
 - a. Chef Name
 - b. Customer address at which order was delivered
 - c. Dishes ordered
 - d. Date and Time of Order
 - e. Total Order Amount
36. The user will also have an option to connect with TOM customer support. The support options will include phone number of customer support and also chat option. These options will be available in app menu. Only Chat and email option, we will create an email address for Chef. Support no . chat and email option

Chef App (Android and iOS)

This app is for the Chefs to receive the orders.

The workflow of the App:

1. After installing the app, there would be an option on the top to select the language, after that there would be two options as "Sign in" and "Register as a new chef"
2. The "Sign in" option will be for those who have already registered.
3. The new Chef will click on "Register as a new Chef" and have to provide the details such as name, address, email id, contact number, and password. After that he will upload all the required document as follows:
- please confirm which all documents need to be uploaded by chef at time of registration
4. Till the time Admin team has not approved chef's registration, the app's home screen will show a message that your registration is waiting approval. Chef won't be able to do anything in the app during that time.
5. Once the admin reviews all the documents and approves the chef's registration, the chef will get an email notification that his registration is approved. Chef will then be able to Login to the App by using his Email ID and Password. There would be an option of Forgot Password. The chef will be able to reset his/her password.
6. The Chef will receive an email 1 week prior to the date of licence expiring.
7. The Chef app will have the following options: edit the profile image, edit profile banner, Profile description, See past orders, Current Orders, Scheduled Orders, Mark yourself as available, Mark yourself as unavailable, Chat option with support, add / edit / delete food in the cuisine section.
8. After login, the Chef can edit his profile. The editing options are as follows. All these need to be entered in all supported languages:
 - Profile Image: This is the image that will show in the chef listing on user app
 - Name of Chef: This will be the name shown in chef listing in user app.
 - Description: This is a small description of the chef.
 - Price Range: Chef will select the average price range by selecting between one to four dollar signs.
 - Cuisines: There will be a standard list of cuisines setup by Admin. Chef can choose one or more from there.
 - Chef Banner: This will be shown at the top of the screen when user clicks on chef's listing. Profile image will be displayed on top of the banner. Its

standard required size will be provided once design is finalized. It needs to be uploaded in JPG or PNG format.

9. **Chef Menu Setup:** Chef will setup his menu by adding one dish at a time. Following information needs to be provided for each dish (all information below needs to be provided in all supported languages):
- a. Dish Name
 - b. Photo of the dish. If photo is not provided, then global default photo provided by Admin team will be displayed. One photo per dish can be added.
 - c. Price of the dish
 - d. **Offer Price:** In case chef wants to give a discount on a dish, they can add Sale price as well. In this case, user will see Price of the dish as struck off, and next to it Sale price will be displayed.
 - e. Description of the dish
 - f. Sufficient for: They will enter a number. This will be shown in the user app as “X Persons”
 - g. Out of Stock: This will be a checkbox. At any time, chefs can mark a dish as out of stock. That will remain as Out of stock until the chefs makes in in-stock (by unchecking this box). **Out of Stock Dishes will not be visible in the User app.**
 - h. Quantity: Chef will mention quantity of each dish like 1 Bowl, 1 Platter. This will be a free text field and chef can enter anything.
 - i. Dish Category: Chef can select one or more categories in which that dish falls. The categories will be setup by Admin. These can be like Appetizers, Salads, Meat Meals, etc. Multiple categories can be selected for each dish.
10. In the “Order history” section, the Chef will be able to see the previous completed orders, in reverse chronological order. Following information will be available:
- a. Order Number
 - b. Order Date
 - c. Order Details (dishes, quantity)
 - d. **Total Order Value: Do we need to display this to chef, or should we show only chef's share?**
 - e. Chef's share
 - f. Rating Given by Customer
 - g. Payment Status: This will have one of the following values:
 - i. Payment Requested
 - ii. Payment Approved

- iii. Payment Sent
 - iv. Unpaid
 - v. Payment Declined
- h. Payment Status Date: This will show the date on which that payment status was set. In case of Unpaid, it would show the date of Order. This field will be helpful for the chef to know that when was payment approved, when did he request the payment, when was payment sent by Admin team.
- 11. The screen will have a button to "Request Payment for Unpaid Orders". When chef clicks that button, then all orders that are one week or more old will be marked as "Payment Requested". This information will then be sent to Admin team. The orders that fall within 1 week cannot be requested payment. After requesting payment, all the payment related actions (payment approved, payment sent) will be informed to chef via email. The status of the orders will also updated in app accordingly.
- 12. Once the chef will mark himself as "Available", he will start receiving the orders from the clients. Whenever someone will place the order, the Chef app will show a notification with message as "New Order and Order Number".
- 13. Chef will then open the app. In the app, in Current Orders section, the chef will be able to see details of the order (Order Number, Order Date / Time, Dishes ordered and quantity, chef total share on order). Chef will then get two options as: "Accept the order" or "Reject the order". Once the order is accepted by the Chef, the Delivery Management System will work on assigning a Delivery boy to that chef. When the Delivery boy is assigned, Chef will get name and phone number of Delivery guy.
- 14. Once the food is ready, the chef will mark on his app as the "Food is Prepared". But if it's gonna take more time then the chef will have an option to "extend order dispatch time by 5 minutes". The time given by the Chef will automatically get added to the user app. Once the delivery person reaches the location, he will mark in his app as "Reached Chef".
- 15. Once chef gives food to delivery boy, the chef will mark it in the app as "Dispatched". Customer will then get a notification that food is "Out for Delivery" and he can see Live location of Delivery boy.
- 16. The Chef will not get a notification when the order is delivered to the customer nor will there be any delivery boy tracking for the chef as the chef need not be concerned about actual delivery; he will however see the status of order as "Delivered" once delivery is complete. Till that time, order status will be Dispatched.
- 17. The Chef will get notified when someone will place an order along with the date and time. The Chef can see that order in the "Scheduled Orders". The notification

will remain with the chef till he accepts or rejects. Based on the chef's action, the customer will get a corresponding message (that the chef accepted / rejected). Also, 1 hour before the scheduled delivery time, the chef will get another notification that this order was scheduled in advance and he needs to start working on it. Chef will need to again accept / reject it and the customer will be notified accordingly. After this, the order workflow will proceed as normal order.

18. The Chef App's menu will also have support options, which will include phone number of customer care as well as a Chat option.

Delivery App (Android and iOS)

Designed for the delivery boys to pick up orders from chefs and deliver the orders to the customers. The tracking device will be the phone of the compatible phone of the delivery person and the location will be tracked by the third party Live tracking API using the GPS of the phone.

The workflow of the App:

1. After installing the app, there would be an option on the top to select the language.
2. After that, there would be two options as “Sign in” and “Register as a new Driver”. The support option will also be available over there.
3. The “Sign in” option will be for those who have already registered.
4. The new Driver will click on “Register as a new Driver” and have to provide the details: name, address, email id, contact number, and password. After that he will upload all the required document as follows:
 - Which all documents will be uploaded by driver?
5. The Driver will get an email notification once his request will be approved by the admin. Till that time, the Driver will see a message on the home screen of the app that his application is waiting for approval. The driver will not be able to do anything in the app till the registration is approved.
6. The driver needs to mark himself as available on the app to receive the delivery order details. When the driver wants to stop accepting orders, he will mark himself as not available.
7. Also, the Location tracking API should be able to find the correct location of the driver so that the driver can actually be assigned to an order. In case the API is not able to determine the driver's location, the driver will not be assigned to any order.
8. When the driver is assigned for an order, the driver will get a notification in the app that a new order has come. Driver will then open the app to see order details. Driver will see following order details:
 - a. Location of the Chef (with the contact number of the chef)
 - b. Customer address (with the contact number of customer).He will get an option to “Accept” or “Reject” the order.
9. If he accepts the order, he will be redirected to Google maps or similar app, with the location of the chef. He needs to tap on that to see directions (this will happen in Google maps or similar, outside the TOM app).
10. Once the delivery person reaches the location of the Chef, he will mark in the app as “Reached Chef Location”.

11. Once chef hands food to the Delivery boy, Delivery boy will click on customer's address in the app. This will open Google map or similar outside the TOM app. Driver will click on that to see directions to the customer. The accuracy of directions will depend on the external mapping app.
12. Once the delivery person delivers order to customer, he needs to mark it on his app as delivered.
13. After that, the delivery boy will again become available in Delivery Management System to accept next order.
14. The Driver will have two options in his profile.
 - a. One is to edit his profile where he can edit his profile picture, address, and contact number.
 - b. The other would be "See Order History" where he can see the orders that are delivered (paid and unpaid). He will see following details of each order:
 - i. Order Number
 - ii. Order Date and Time
 - iii. Order Value (probably we shouldn't show this)
 - iv. Driver Earnings for that order
 - v. Payment Status: This will be same as Payment status explained in chef section and will work in the same manner with same option to request payment, and then further notifications coming via email.
 - vi. Note: The order history screen will not show any customer or chef related info.
15. **Notes:**
 - a. One Delivery boy will be assigned only one order at a time.
 - b. Similarly, one order will have only one delivery boy assigned

Admin Panel

The Admin management module will be a web application created for the Admin team to manage all the operations of TOM. The Admin team member needs to Login with his ID and Password. There would be an option of “Forgot Password”. The admin will be able to reset the password. It will be possible to have multiple admin users with their own individual login information.

Home Page

This screen will appear once the Admin will login to the dashboard.

- A summary will appear at the top: Total Orders, Total Users, Total Chefs, Total Delivery Boys, Available Chefs, Available Delivery Boys
- On the main dashboard the admin will be able to see the recent 10 orders along with the Order Number, Order Date, Order Name, User name, Chef name, Delivery Boy Name, Order Status, Total Order Value, and view option (this will open same view popup as in Order section explained later).

Features of the Admin Panel:

The admin Dashboard will have the following modules:

- **Chef Management:** This will have options for new chef approval as well as management of existing chefs and their payments
- **User Management:** This will have options related to end users of the app
- **Delivery Boy Management:** This will have options related to delivery boys as well as management of their payments
- **Current Orders:** This will have information related to current orders that have not been delivered yet.
- **Scheduled Orders:** This will have information related to scheduled orders
- **Coupons Module:** This will be used to create and manage Coupons.
- **Reporting Module:** This will have different types of reports including Financial reports (approved payments for individual chefs, approved payments for individual drivers).
- **Settings:** This will be used to control general settings, like app banners, create menu categories, create food categories, chef default revenue share, delivery default revenue share

Here are the details of each module:

Chef Management Module:

1. This module will have all the functions related to managing chef.

2. **New chef approval:** The process will be like this:
 - 2.1. When a new chef submits registration, then Admin team will get an email that a new chef registration has come in. The email will not have any other details.
 - 2.2. In New Chef Registration module, Admin team will be able to see all the registrations of chefs which are pending approval.
 - 2.3. For each chef, following details will be displayed:
 - 2.3.1. Chef Name
 - 2.3.2. Chef Address
 - 2.3.3. Chef Phone Number
 - 2.3.4. Chef Email Address
 - 2.3.5. There will be icons to download the documents submitted by the chef
 - 2.3.6. There will be a field of license expiration, which will be empty. This will be a calendar field. Admin team will need to manually fill this field based on documents submitted by the chef.
 - 2.3.7. Chef Revenue Share: By default it will show value as "Default". This would mean that whatever default percentage of revenue has been setup in Admin as Default Chef's revenue share will be applicable for that chef. However, this field can be edited and any specific Revenue % can be set up for the chef.
 - 2.4. The Admin team will review all the details of the chef. They will see 3 icons with each chef:
 - 2.4.1. **Approve:** Clicking on this will approve the chef. Chef will get an email notification of the same.
 - 2.4.2. **Edit:** Admin team can edit any details submitted by the chef. They can also upload fresh documents. This would be useful in case the chef has uploaded wrong documents and then he emailed the correct docs to Admin team. After editing, Admin team can approve or reject the registration.
 - 2.4.3. **Reject:** Admin team can reject any registration. In this case, the chef will get an email that his registration is rejected. Chef can then resubmit a fresh registration if he wants. Chef's application will then again appear in this section.
 - 2.5. Once Admin team has approved or rejected an application, then that application will not be visible in the new chef approval section anymore.
3. **Manage Chefs:** This section will be used to manage existing chefs.
 - 3.1. When users come to this, they can see the listing of all the chefs, arranged alphabetically.

- 3.2. There will be a search box also on this page to search for any specific chef by name.
- 3.3. The listing will have pagination also.
- 3.4. The listing will show following fields:
 - 3.4.1. Chef Name
 - 3.4.2. Chef Address
 - 3.4.3. Chef Email Address
 - 3.4.4. Chef Phone Number
 - 3.4.5. Chef Registration Date
 - 3.4.6. Chef License Expiration Date
 - 3.4.7. Chef Revenue Share Percentage
 - 3.4.8. Last Order Date (this will be the date on which the chef had received the last order. It could be today also.)
 - 3.4.9. Total Number of Orders
 - 3.4.10. Total Orders Canceled
 - 3.4.11. Total Order Value
 - 3.4.12. Total Chef Share
 - 3.4.13. Total Payments Approved
 - 3.4.14. Total Payments Sent
 - 3.4.15. Total Payments Requested
 - 3.4.16. Icons for following:
 - 3.4.16.1. Edit Chef
 - 3.4.16.2. Chef Listing
 - 3.4.16.3. Chef Order History
 - 3.4.16.4. Chef Payments
 - 3.4.16.5. Disable Chef: Clicking this icon will disable the chef. Chef will not be able to login to Chef app (will get message that contact support). Also, that chef will be removed from User's app.
- 3.5. To see more details of any chef, the Edit icon can be clicked.
 - 3.5.1. This will open screen where following fields will be visible. All the fields will be editable and after editing the admin team can save the details:
 - 3.5.1.1. Chef Name
 - 3.5.1.2. Chef Address
 - 3.5.1.3. Chef Email Address
 - 3.5.1.4. Chef Phone Number (changing this would mean the chef would need to login from this new phone number)
 - 3.5.1.5. Chef Registration Date
 - 3.5.1.6. Chef License Expiration Date (calendar Field)

- 3.5.1.7. Chef Revenue Share Percentage: If the chef has default revenue share, then this field will show “Default”. If value in this field is changed, then that change will be applicable for all the orders for which payment has not been “Approved” by Admin team.
- 3.6. There will be an icon to see the chef’s listing as visible in the user app. Clicking on that icon will show the following details.
 - 3.6.1. Chef’s listing will open up with these fields. All of these will be editable:
 - 3.6.1.1. Chef Name
 - 3.6.1.2. Chef Profile Picture
 - 3.6.1.3. Chef Display Banner
 - 3.6.1.4. Chef Average Price (selection from 1 to 4 dollar signs)
 - 3.6.1.5. Chef Mini Description
 - 3.6.1.6. Chef Cuisines: One or more selections can be done
 - 3.6.2. Below these items, chef’s complete menu will be visible. Each menu item will show the following. All of these will be editable by Admin team:
 - 3.6.2.1. Dish Name
 - 3.6.2.2. Photo of the Dish
 - 3.6.2.3. Price of the dish
 - 3.6.2.4. Sale Price
 - 3.6.2.5. Description of the Dish
 - 3.6.2.6. Sufficient For
 - 3.6.2.7. Out of Stock
 - 3.6.2.8. Quantity
 - 3.6.2.9. Dish Category: Multi-select check box
 - 3.6.2.10. Deactivate Dish: This will be a checkbox. If this is selected, then that particular dish will be completely blocked from the chef’s app and the chef won’t be able to see it or make any changes to it. It will not be visible in User’s app as well.
- 3.7. Chef Order History: Clicking on this icon in Chef listing will open order history screen.
 - 3.7.1. Order History screen will have listing of all the orders that are received by that chef. It will be ordered in reverse chronological order (latest first). There will be date filters (Start date and end date) to see orders for specific date duration only (by default it will show orders for last 30 days). It will have following fields:
 - 3.7.1.1. Order Number
 - 3.7.1.2. Order Date

- 3.7.1.3. Order Time
- 3.7.1.4. Customer Name
- 3.7.1.5. Total Order Value
- 3.7.1.6. Order Status (Delivered / Scheduled / In Progress / Cancelled)
- 3.7.1.7. Payment Transaction ID
- 3.7.1.8. View Details Button: Clicking on View Details button will open order details screen in popup. It will show following information:
 - 3.7.1.8.1. Dishes ordered and quantity
 - 3.7.1.8.2. Total Order value
 - 3.7.1.8.3. Coupon Used if any and coupon discount
 - 3.7.1.8.4. Customer Name
 - 3.7.1.8.5. Customer Address
 - 3.7.1.8.6. Delivery Person Name
 - 3.7.1.8.7. Order Place Time
 - 3.7.1.8.8. Order Delivery Time
 - 3.7.1.8.9. Order Cancellation Time (if any)
- 3.8. Chef Payments: Clicking on this icon will open the Chef Payments screen.
 - 3.8.1. This screen will show a summary at the top. The summary will show following:
 - 3.8.1.1. Total Orders till date
 - 3.8.1.2. Total Order Value till date
 - 3.8.1.3. Total Payments Approved
 - 3.8.1.4. Total Payments Sent
 - 3.8.1.5. Total Payments Requested (These are the payments that have been requested by chef, but not approved yet)
 - 3.8.1.6. Total Payments not requested
 - 3.8.1.7. Total Payments Rejected
 - 3.8.2. All the above numbers will be clickable. Clicking on any number will show the details of the orders with following fields:
 - 3.8.2.1. Order Number
 - 3.8.2.2. Order Date
 - 3.8.2.3. Order Time
 - 3.8.2.4. Customer Name
 - 3.8.2.5. Total Order Value
 - 3.8.2.6. Order Status (Delivered / Scheduled / In Progress / Cancelled)
 - 3.8.2.7. Chef's Share
 - 3.8.2.8. Payment Status

- 3.8.2.9. View Details Button: This will show the same popup as mentioned above
- 3.8.3. If the Admin clicks on “Total Payments Requested”, then apart from the order details as above, they will also see buttons for Approve Payments and Reject Payments at bottom. There will be a checkbox with all orders. Admin can select the orders for which payment has to be approved and then click on “Approve Payments”. This will change the status of those orders to Payments Approved. Similarly, Admin can select orders and can click on “Reject Payments” button to disapprove payments.
- 3.8.4. Similarly, if Admin clicks on “Total Payments Approved”, then apart from order details, they will also see button for “Payment Sent”. This button is supposed to be pressed when the payment has been transferred to chef by TOM team. There will be checkboxes with each order to select orders for which payments have been sent, or all orders can be selected together.

Delivery Boy Management Module:

- 4. This module will have all the functions related to managing Delivery Boys.
- 5. **New Delivery Boy approval:** The process will be like this:
 - 5.1. When a new Delivery Boy submits registration, then Admin team will get an email that a new Delivery Boy registration has come in. The email will not have any other details.
 - 5.2. In New Delivery Boy Registration module, Admin team will be able to see all the registrations of Delivery Boys which are pending approval.
 - 5.3. For each Delivery Boy, following details will be displayed:
 - 5.3.1. Delivery Boy Name
 - 5.3.2. Delivery Boy Address
 - 5.3.3. Delivery Boy Phone Number
 - 5.3.4. Delivery Boy Email Address
 - 5.3.5. There will be icons to download the documents submitted by the Delivery Boy
 - 5.3.6. There will be a field of driving license expiration, which will be empty. This will be a calendar field. Admin team will need to manually fill this field based on documents submitted by the Delivery Boy.
 - 5.3.7. Delivery Boy Revenue Share: By default it will show value as “Default”. This would mean that whatever default percentage of revenue has been setup in Admin as Default Delivery Boy’s

revenue share will be applicable for that chef. However, this field can be edited and any specific Revenue % can be setup for the Delivery Boy.

- 5.4. The Admin team will review all the details of the Delivery Boy. They will see 3 icons with each Delivery Boy:
 - 5.4.1. **Approve:** Clicking on this will approve the Delivery Boy. Delivery Boy will get an email notification of the same.
 - 5.4.2. **Edit:** Admin team can edit any details submitted by the Delivery Boy. They can also upload fresh documents. This would be useful in case the Delivery Boy has uploaded wrong documents and then he emailed correct docs to Admin team. After editing, Admin team can approve or reject the registration.
 - 5.4.3. **Reject:** Admin team can reject any registration. In this case, the Delivery Boy will get an email that his registration is rejected. Delivery Boy can then resubmit a fresh registration if he wants. Delivery Boy's application will then again appear in this section.
- 5.5. Once Admin team has approved or rejected an application, then that application will not be visible in the new Delivery Boy approval section anymore.
6. **Manage Delivery Boys:** This section will be used to manage existing Delivery Boys.
 - 6.1. When admin comes to this, they can see the listing of all the Delivery Boys, arranged alphabetically.
 - 6.2. There will be a search box also on this page to search for any specific Delivery Boy by name.
 - 6.3. The listing will have pagination also.
 - 6.4. The listing will show following fields:
 - 6.4.1. Delivery Boy Name
 - 6.4.2. Address
 - 6.4.3. Total Orders
 - 6.4.4. Last Order Date (this will be the date on which the Delivery Boy had accepted the last order. It could be today also.)
 - 6.4.5. Icons for following:
 - 6.4.5.1. Edit Delivery Boy
 - 6.4.5.2. Delivery Boy Order History
 - 6.4.5.3. Delivery Boy Payments
 - 6.4.5.4. Disable Delivery Boy: Clicking this icon will disable the Delivery Boy. Delivery Boy will not be able to login to Delivery Boy app (will get a message that contact support).

Also, that Delivery Boy will not be assigned any order in Delivery management system.

- 6.5. To see more details of any Delivery Boy, the Edit icon can be clicked.
 - 6.5.1. This will open screen where following fields will be visible. All the fields will be editable and after editing the admin team can save the details:
 - 6.5.1.1. Delivery Boy Name
 - 6.5.1.2. Delivery Boy Address
 - 6.5.1.3. Delivery Boy Email Address
 - 6.5.1.4. Delivery Boy Phone Number (changing this would mean the Delivery Boy would need to login from this new phone number)
 - 6.5.1.5. Delivery Boy Registration Date
 - 6.5.1.6. Delivery Boy License Expiration Date (calendar Field)
 - 6.5.1.7. Delivery Boy Revenue Share Percentage: If the Delivery Boy has default revenue share, then this field will show "Default". If value in this field is changed, then that change will be applicable for all the orders for which payment has not been "Approved" by Admin team.
- 6.6. Delivery Boy Order History: Clicking on this icon in Delivery Boy listing will open order history screen.
 - 6.6.1. Order History screen will have listing of all the orders that are received by that Delivery Boy. It will be ordered in reverse chronological order (latest first). There will be date filters (Start date and end date) to see orders for specific date duration only (by default it will show orders for last 30 days). It will have following fields:
 - 6.6.1.1. Order Number
 - 6.6.1.2. Order Date
 - 6.6.1.3. Order Time
 - 6.6.1.4. Customer Name
 - 6.6.1.5. Chef Name
 - 6.6.1.6. Total Order Value
 - 6.6.1.7. Order Status (Delivered / Scheduled / In Progress / Cancelled)
 - 6.6.1.8. Payment Transaction ID
 - 6.6.1.9. View Details Button: Clicking on View Details button will open order details screen in popup. It will show following information:
 - 6.6.1.9.1. Dishes ordered and quantity

- 6.6.1.9.2. Total Order value
- 6.6.1.9.3. Coupon Used if any and coupon discount
- 6.6.1.9.4. Customer Name
- 6.6.1.9.5. Customer Address
- 6.6.1.9.6. Delivery Person Name
- 6.6.1.9.7. Order Place Time
- 6.6.1.9.8. Order Delivery Time
- 6.6.1.9.9. Order Cancellation Time (if any)

6.7. Delivery Boy Payments: Clicking on this icon will open the Delivery Boy Payments screen.

6.7.1. This screen will show a summary at the top. The summary will show following:

- 6.7.1.1. Total Orders till date
- 6.7.1.2. Total Order Value till date
- 6.7.1.3. Total Payments Approved
- 6.7.1.4. Total Payments Sent
- 6.7.1.5. Total Payments Requested (These are the payments that have been requested by Delivery Boy, but not approved yet)
- 6.7.1.6. Total Payments not requested
- 6.7.1.7. Total Payments Rejected

6.7.2. All the above numbers will be clickable. Clicking on any number will show the details of the orders with following fields:

- 6.7.2.1. Order Number
- 6.7.2.2. Order Date
- 6.7.2.3. Order Time
- 6.7.2.4. Customer Name
- 6.7.2.5. Total Order Value
- 6.7.2.6. Order Status (Delivered / Scheduled / In Progress / Cancelled)
- 6.7.2.7. View Details Button: This will show the same popup as mentioned above
- 6.7.2.8. Delivery Boy's Share
- 6.7.2.9. Payment Status

6.7.3. If the Admin clicks on "Total Payments Requested", then apart from the order details as above, they will also see buttons for Approve Payments and Reject Payments at bottom. There will be a checkbox with all orders. Admin can select the orders for which payment has to be approved and then click on "Approve Payments". This will change the status of those orders to Payments

Approved. Similarly, Admin can select orders and can click on “Reject Payments” button to disapprove payments.

- 6.7.4. Similarly, if Admin clicks on “Total Payments Approved”, then apart from order details, they will also see a button for “Payment Sent”. This button is supposed to be pressed when the payment has been transferred to the Delivery Boy by TOM team. There will be checkboxes with each order to select orders for which payments have been sent, or all orders can be selected together.

Coupons Module:

7. This module will have all the functions related to creating and managing coupons.
8. Add Coupon: Clicking on this button will open screen to create new coupon. Following fields can be specified when creating new coupon:
 - 8.1. Coupon Code
 - 8.2. Small description of coupon (not visible to users or chefs, only for Admin’s reference)
 - 8.3. Minimum Cart Value: This field will be optional. If this is specified, then the coupon will be applicable only if the price of all dishes (before taxes and other charges) exceed this amount.
 - 8.4. Discount Type: It can be Discount Percentage or Discount Amount
 - 8.5. Discount Value: Based on the above selection, either percentage or discount amount can be specified
 - 8.6. Expiry Date: Date after which coupon should stop working
 - 8.7. Max Uses Allowed: Optional field, we can limit how many max times a coupon can be used before it expires automatically.
9. It will show a listing of existing coupons. Following fields will be visible:
 - 9.1. Coupon Code
 - 9.2. Discount
 - 9.3. Expiry Date
 - 9.4. #Times Used
 - 9.5. Edit: Clicking on this will open coupon details screen. This will be same screen as New coupon screen (as mentioned above). All the fields can be edited, except the Coupon Code.
 - 9.6. Deactivate Coupon: Clicking on this will immediately expire the coupon (sets it expiry date as now).

Current Orders Module:

10. The purpose of this module is to manage the orders that are currently in process. It will show all the orders which have been ordered by the end user and have not

been delivered yet. When admin comes to this screen, they will see Order listing (normal chronological order, oldest first). It will have following fields:

- 10.1. Order Number
- 10.2. Order Date
- 10.3. Order Time
- 10.4. Chef Name
- 10.5. Customer Name
- 10.6. Order Value
- 10.7. Payment Transaction Id
- 10.8. Edit / View Details: This will open a popup. In this popup, following details about the order will be displayed:
 - 10.8.1. Dishes ordered and quantity
 - 10.8.2. Total Order value
 - 10.8.3. Coupon Used if any and coupon discount
 - 10.8.4. Customer Name
 - 10.8.5. Customer Address
 - 10.8.6. Delivery Person Name
 - 10.8.7. Order Place Time
 - 10.8.8. Order Delivery Time
 - 10.8.9. Order Cancellation Time (if any)
- 10.9. In the above screen, following 2 fields will be editable:
 - 10.9.1. Delivery Person Name: Admin can assign some other delivery person to the order. In this case, Delivery Management System will send update to new Delivery person and when that Delivery Person accepts, then information will be sent to Chef app and User app, as normally happens. Also, the order will not be visible on the app of the Previous Delivery Person.
 - 10.9.2. **Also, Admin can Cancel Order from this screen.** When order is cancelled, it will show as cancelled on screen of User, Chef, and Delivery person. The refund for that order will be issued manually by Admin team. There will also be an option to add comment. It can be used to add reason for cancellation and also store whether the amount has been refunded or not.

Scheduled Orders Module:

- 11. This module will be completely Similar to Current Orders Module with these 2 changes:
 - 11.1. Listing of Scheduled Orders will show “Scheduled Delivery Date / Time” field also

- 11.2. When editing an order, it's scheduled date / time can also be edited by Admin team.

Reporting Module:

12. The purpose of this module is to generate different types of reports. The data displayed in this module will be non-editable.
13. Reports will be visible on the screen as well as can be exported to Excel. There will be a limit to exporting 500 records at a time to Excel.
14. While displaying the data on the screen, the screen will have pagination options also.
15. The reports will fall in following categories:
 - 15.1. Orders
 - 15.2. Chefs
 - 15.3. Users
 - 15.4. Delivery Boys
16. **Orders Reports:** This screen will be used to display list of orders that meet specified filter criteria.
 - 16.1. It will have the following filters. One or more filters can be selected:
 - 16.1.1. Start and End Date (by default last 30 days)
 - 16.1.2. Order Status: Choose from one of these: All / Delivered / Scheduled / In Progress / Cancelled
 - 16.1.3. Chef Name: Any one chef name can be specified
 - 16.1.4. User Name: Any one user name can be specified
 - 16.1.5. Delivery Boy Name: Any one delivery boy name can be specified
 - 16.1.6. Order Rating: Order Rating Range can be specified
 - 16.1.7. Chef Payment Status: All / Sent / Approved / Requested / Not Requested
 - 16.1.8. Delivery Boy Payment Status: All / Sent / Approved / Requested / Not Requested
 - 16.2. Once filters have been specified, admin will click on "Generate Report" button. This will show Order listing on the screen. It will have following fields:
 - 16.2.1. Order Number
 - 16.2.2. Order Date
 - 16.2.3. Order Time
 - 16.2.4. Order Delivery Time
 - 16.2.5. Chef Name
 - 16.2.6. Customer Name
 - 16.2.7. Delivery Boy Name
 - 16.2.8. Total Order Value

- 16.2.9. Order Status
 - 16.2.10. Rating
 - 16.2.11. Payment Transaction Id
 - 16.2.12. Chef Share Amount
 - 16.2.13. Delivery Boy Share Amount
 - 16.2.14. Chef Payment Status
 - 16.2.15. Delivery Boy Payment Status
 - 16.2.16. View Details: This will open the same popup as mentioned in Chef Module. However, the data in this popup will not be exported to Excel.
17. **Chefs Reports:** This screen will be used to display a list of chefs that meet specified filter criteria.
- 17.1. It will have the following filters. One or more filters can be selected:
 - 17.1.1. Start and End Date (by default last 30 days)
 - 17.1.2. Order Status: Choose from one of these: All / Delivered / Scheduled / In Progress / Cancelled
 - 17.1.3. Chef Name: Any one chef name can be specified
 - 17.1.4. User Name: Any one user name can be specified
 - 17.1.5. Delivery Boy Name: Any one delivery boy name can be specified
 - 17.1.6. Chef Rating: Chef Rating Range can be specified (this will be the calculated average rating for the chef).
 - 17.1.7. Chef Payment Status: All / Sent / Approved / Requested / Not Requested
 - 17.1.8. Chef Status: All / Available / Non Available / Blocked
 - 17.2. Once filters have been specified, admin will click on “Generate Report” button. This will show the Chef listing on the screen. It will have following fields:
 - 17.2.1. Chef Name
 - 17.2.2. Chef Address
 - 17.2.3. Chef Email Address
 - 17.2.4. Chef Phone Number
 - 17.2.5. Chef Registration Date
 - 17.2.6. Chef License Expiration Date
 - 17.2.7. Chef Revenue Share Percentage
 - 17.2.8. Last Order Date
 - 17.2.9. Total Number of Orders
 - 17.2.10. Total Orders Canceled
 - 17.2.11. Total Order Value
 - 17.2.12. Total Chef Share
 - 17.2.13. Total Payments Approved

- 17.2.14. Total Payments Sent
- 17.2.15. Total Payments Requested
- 17.2.16. View Details: This data will not be exported to Excel. Clicking on this button will take Admin to Chef Module > Chef's Listing
- 18. **Users Reports:** This screen will be used to display a list of users that meet specified filter criteria.
 - 18.1. It will have the following filters. One or more filters can be selected:
 - 18.1.1. Start and End Date (by default last 30 days)
 - 18.1.2. Order Status: Choose from one of these: All / Delivered / Scheduled / In Progress / Cancelled.
 - 18.1.3. Chef Name: Any one chef name can be specified
 - 18.1.4. User Name: Any one user name can be specified
 - 18.1.5. Delivery Boy Name: Any one delivery boy name can be specified
 - 18.1.6. Order Rating: Order Rating Range can be specified
 - 18.2. Once filters have been specified, admin will click on "Generate Report" button. This will show the User listing on the screen. It will have following fields:
 - 18.2.1. Name
 - 18.2.2. Email
 - 18.2.3. Contact No.
 - 18.2.4. Status
 - 18.2.5. Last Order Date
 - 18.2.6. Total Number of Orders
 - 18.2.7. Total Orders Canceled
 - 18.2.8. Total Order Value
 - 18.2.9. View Details: This data will not be exported to Excel. Clicking on this button will take Admin to User Module > User Listing for that specific user
- 19. **Delivery Boy Reports:** This screen will be used to display a list of Delivery Boys that meet specified filter criteria.
 - 19.1. It will have the following filters. One or more filters can be selected:
 - 19.1.1. Start and End Date (by default last 30 days)
 - 19.1.2. Order Status: Choose from one of these: All / Delivered / Scheduled / In Progress / Cancelled
 - 19.1.3. Chef Name: Any one chef name can be specified
 - 19.1.4. User Name: Any one user name can be specified
 - 19.1.5. Delivery Boy Name: Any one delivery boy name can be specified
 - 19.1.6. Delivery Boy Payment Status: All / Sent / Approved / Requested / Not Requested
 - 19.1.7. Delivery Boy Status: All / Available / Non Available / Blocked

19.2. Once filters have been specified, admin will click on “Generate Report” button. This will show the Chef listing on the screen. It will have following fields:

- 19.2.1. Chef Name
- 19.2.2. Chef Address
- 19.2.3. Chef Email Address
- 19.2.4. Chef Phone Number
- 19.2.5. Chef Registration Date
- 19.2.6. Chef License Expiration Date
- 19.2.7. Chef Revenue Share Percentage
- 19.2.8. Last Order Date
- 19.2.9. Total Number of Orders
- 19.2.10. Total Orders Canceled
- 19.2.11. Total Order Value
- 19.2.12. Total Chef Share
- 19.2.13. Total Payments Approved
- 19.2.14. Total Payments Sent
- 19.2.15. Total Payments Requested
- 19.2.16. View Details: This data will not be exported to Excel. Clicking on this button will take Admin to Chef Module > Chef’s Listing

20. Some Common Scenarios and How can the above reports be used for those:

- 20.1. Find chefs with bad ratings: For this, go to Chefs report and choose rating range
- 20.2. Payments Requested for All Chefs: Go to chefs module, see Payments Requested column
- 20.3. Payments Requested for All Delivery Boys: Go to Delivery Boy module, see Payments Requested column
- 20.4. Number of Orders for each chef: Go to Chefs Module and see Total Orders column
- 20.5. Cancelled Orders: Go to Orders report and Choose Order status as Cancelled
- 20.6. Scheduled Orders: Go to Orders report and Choose order status as Scheduled
- 20.7. Biggest Users: Go to Users Report, Export data to Excel, Sort by Total Order Value column
- 20.8. All Orders in a month: Go to Orders report, select required time period
- 20.9. Delivery Boys online in system at the moment: Go to Delivery Boys Reports> Choose Delivery Boy Status as Available

Settings Module:

21. The purpose of this module is to manage general settings. It will have the following sections.
22. **Manage Banners:** This section will be used to manage banners that are displayed in the user app. Up to 3 banners can be displayed. The banners will auto-change after 5 seconds. This is how it will work:
 - 22.1. Admin team can upload a banner of requisite dimensions (dimensions will be specified once app design is finalized).
 - 22.2. With each banner, they can specify the name of the chef, so that clicking on that banner will open listing page of that chef in user app
 - 22.3. Some banners can be purely information as well, like, banners to inform users about specific coupon code. It will be possible to not provide any click behavior for such banners and they will not be clickable.
 - 22.4. At any time the admin team can change any banner.
23. **Chef Default Revenue Share:** This will be used to specify the default revenue share percentage of all chefs. It will be specified as a number. It can be changed anytime. In case it is changed, then all the orders for which Payment is not Approved yet will use the new default number.
24. **Delivery Boy Default Revenue Share:** This will be used to specify the default revenue share percentage of all Delivery Boys. It will be specified as a number. It can be changed anytime. In case it is changed, then all the orders for which Payment is not Approved yet will use the new default number.
25. **Manage Admin Users:** Any admin user can be deleted using this.
26. **Menu Categories:** Menu Categories can be created from here and existing menu categories can be edited. Each menu category will have a name only and no other parameter.
27. **Food Categories:** Food Categories can be created from here and existing menu categories can be edited. Each food category will have a name only and no other parameter.
28. **Default Food Photo:** Admin team can provide a default photo to be used in cases when the chef has not provided a photo for a food item.

User Management Module:

This module will have all the functions related to managing users.

Whenever the new user will register, the admin will be notified via email.

- List of users: After clicking on the User Management link, the admin will be able to see the list of all users whether Active or Deactive.
- The list will be arranged alphabetically.
- The listing will have pagination also.

- There will be a Search box at the top of the page to search user by name or phone number
- The list will consist of the following fields:
 - ❖ Name
 - ❖ Email
 - ❖ Contact No.
 - ❖ Status
 - ❖ Edit
 - ❖ Disable User: Clicking this icon will disable the User. Such a user will not be able to login to the User app (will get a message that contact support).
 - ❖ Order History Icon
- Edit Profile: The admin could be able edit the profile of the user. Here are the fields that can be edited:
 - Name
 - Address
 - Email
 - Contact No. (Editing Contact number would mean that user will need to login with that contact number going ahead)
- Order History: In this the admin will be able to see all the orders and the status of those orders of that particular user.
- Order History screen will have a listing of all the orders that are placed by the user. It will be ordered in reverse chronological order (latest first). It will have following fields:
 - Order Date
 - Order Time
 - Chef Name
 - Total Order Value
 - Order Status (Delivered / Scheduled / In Progress / Cancelled)
 - Rating
 - Payment Transaction ID
 - View Details Button: Clicking on View Details button will open the order details screen in a popup. It will show the following information:
 - Dishes ordered and quantity
 - Total Order value
 - Coupon Used if any and coupon discount
 - Chef Name
 - Delivery Person Name
 - Order Place Time
 - Order Delivery Time

Delivery Management System

Delivery Management System will be an algorithm based system that will run on the server. It will have 3 main objectives:

- Manage assignment of delivery boys to orders
- Communicate Information of assigned delivery boy to Chef and User
- Provide location information of Chef and Customer to Delivery Boy

This system will not have any separate front-end screen, but instead it will feed data as well as functionality to main Admin module, so that Admin team can manage everything from one place.

This is how the system will work. All the below steps will happen automatically:
(Note: The system will be integrated with 3rd party Location Tracking API. Once that API is finalized, then some of the below specs might change based on how that API operates):

1. Whenever a Delivery Boy Marks himself as available on his app, he will be registered in Delivery Management System.
2. When a customer places order, Delivery Management System will get information about the address selected by the customer.
3. Delivery Management System will then check which all Delivery Boys are available, but do not have any order assigned yet.
 - a. If one or more Delivery boys are found, then the **Delivery boy closest to Chef's location will be assigned**. Delivery boy will get a notification of the same. If Delivery boy rejects that or does not accept within 5 minutes, then it will be considered as rejected. Next Delivery boy will be assigned.
 - b. If no Delivery boy is available, or no Delivery boy accepts, then an automated email will be sent to Admin team alerting them about the same. Email will have Order number also. Admin team can then go to Admin module, look for that order, and manually assign a Delivery boy.
4. Once the delivery boy is assigned:
 - a. Chef will be informed about the Delivery Boy
 - b. Customer will be informed about the delivery Boy
5. Delivery Boy will get Order details on his app. He will be able to see the address of the Chef. Clicking on the Address will open the mapping application on his phone with that address filled in that. Delivery Boy can click on Directions option in the mapping app to see directions to chef. Similarly, after picking order from chef, Delivery boy can click on Customer's address to get directions to the customer. These directions will be natively provided by the mapping app (like Google Maps) and will not be linked to overall TOM system.

6. User will be able to see approximate location of Delivery Boy on map in User's app. The location will be refreshed every few minutes (depending on the frequency provided by location tracking API).
7. Once Delivery Boy has marked an order as delivered, that Delivery Boy will again become available in the Delivery Management System.
8. Scheduled Orders: In case of Scheduled Orders, Chefs will get a notification one hour before scheduled delivery time. Once chefs accept the order, the Delivery guy will be assigned at that time using the same process as normal order.

Order Cancellation

1. In case the user wants to cancel the order, he/she needs to contact the TOM Customer Support. Depending upon what's the status of the order on the Chef's end, the admin will decide whether the order should be cancelled or not and whether any refund will be issued or not.
2. Order can be cancelled by Admin from [Current Orders Screen](#).
3. The admin will manually send the amount of refund to the customer's account. Most of the payment gateways provide option for refund within their admin panel.
4. When the refund has been made, Admin can add that as a comment with Order.
5. In case chef does not accepts an order within 5 minutes, admin team will get an email notification of the same, so that Admin team can coordinate with chef to get that order accepted. In case they are not able to, they can mark the Order as Cancelled from the above screen. In this case also, refund will be issued manually to the customer.
6. Similarly, if no Delivery boy can be assigned and Admin team is not able to manually arrange a Delivery boy, they can cancel order from here.

Complete Workflow of One Order from End-To-End

1. User logs in to the app and selects his address
2. Sees Chefs within 10KM of the selected address.
3. Browse the Chef/Cuisine and selects dishes and adds the required quantities of them.
4. He needs to go to the Cart to place the order where the user can apply the coupon code and get an instant discount on the cart value.
5. He then proceeds with the payment which is done via payment gateway.
6. The respective chef will get the notification along with the order details.
7. Once Chef accepts the order then the user will be notified. If chef does not accept in 5 minutes, an email will be sent to Admin team.
8. Simultaneously DMS will allocate the nearest delivery person to that order.
9. Once the delivery person accepts that order, the Chef will be notified with the name and phone number of the delivery person.

10. The user will also be notified with Name and phone number of delivery person.
11. In case the food preparation is going to take more time, then the Chef can add more minutes from his end.
12. Once the food is ready to be picked up, the Chef will mark on his app as “Food is prepared”. The User will be notified simultaneously as “Food is ready”
13. Once the delivery person will reach the location to pick up the order, he will mark on his app as “Reached Chef Location”. Once chef gives order to delivery person, he will mark on his app as “Order Dispatched”. The User will be notified as “Food on the way”.
14. The delivery person will click the location of the user and this will open Google Maps app on his phone with address of that user. Delivery boy can click on Direction option in Google Maps to get directions to user.
15. Once the delivery person will reach the location and handovers the delivery, the delivery man will mark on his app as “Order Delivered”
16. Simultaneously the user will get the notification as “Your order has been delivered”
17. After that, the user will get a popup to rate the food.
18. After the user gives a good rating to the food, he will get a popup message to “Give the rating to the app” on the App Store.

Language Display in Apps:

In apps, there are following type of text:

- Static text, which includes labels
- User Generated Content, which is primarily information about the dishes provided by chefs
- Third Party components, which includes map and tracking information displayed on map
- Images

This is how language translation will work for each of these:

Static Text: For Static Text, TOM team will provide translations of all the labels / messages in different languages and the same will be added in the apps. When a user /

chef / delivery boy changes language, the labels will be displayed in the corresponding language.

User Generated Content: In this case, language translation will be dependent on the information provided by the chefs. When chefs add information about a dish, they will have the option to add that information in the 3 supported languages. However, it is upto the chefs to provide correct information in each language. App will simply display the information provided by the chefs. In case chefs provide information in one language only, then information will be available in only that language, irrespective of the language selected by the users.

Third party Content: This is content coming from third party APIs and components, which include maps, Tracking information, etc. The availability of content in specific language will depend on the capability of third party components.

Images: It is being assumed that images will not have any text content and there will not be any need to upload multiple images for different languages. So, the same images will be displayed for all the languages.

Questions:

1. What will be the taxes to be added?
2. Any Extra charges to add to orders?
3. Any Delivery Fee to be added to orders?
4. What are the documents to be uploaded by Chef?
5. When user has placed order, do we need to show chef's phone number to user?
6. When chef receives an order, do we show him user's information? (Name, Phone Number, Address)?
7. Does chef's menu need to be approved by Admin team? If Yes, then whenever chef makes a change in any food item's photo or description, does that also need to be approved? Or, we let all the listings and items be auto-approved, but Admin team can edit or block whenever they want?
8. Does chefs listing (name/profile image/banner image) need to be approved by the Admin team? Or, we let all the listings and items be auto-approved, but Admin team can edit or block whenever they want?
9. How to Calculate the Revenue of Chef for each order?
10. How to Calculate the revenue of Delivery Boy for each order?
11. If a coupon is used, how will the chef's share be calculated? Will the chef's share be calculated on the total item price before using coupons?
12. Same as above question for the delivery boy

13. When the chef receives an order, then we are showing him a notification in the app. Should we also send him an email and/or SMS notification (these notifications will just say a new order has come, along with order number). Same for Delivery boy also.
14. Which documents will be uploaded by the driver?
15. Do we have to keep the Chef's base time to prepare the order?
16. Will the Chef add the total pricing or only his share?

- **Price to be displayed to user:** Chef Price + TOM's Rev Share
- **Order Total:** Chef Price + TOM's Rev Share + Delivery Price for that chef - Coupon Discount
- **Order Grand Total:** Order Total + Tax on Order Total Amount