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All In One Order System Mobile Application

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Abstract: *In Indian market there's only specific delivery application like Zomato, foodpanda, swiggy and lots of more which only deliver food, grofers which deliver grocery and Img which deliver pharmacy products but the "All in One Order System" has been developed to override this problem. This application can deliver all of those products. Through this app user can purchase Food, Grocery and pharmacy products through single application they do not got to install 3 different applications. Customer will get one order system mobile application, Vendors means store manager or restaurant manager or pharmacy manager will get order managing mobile application, deliveryman will get delivery managing mobile application and one main admin panel which manage all the system from backend.*

Keywords: *Order system mobile application, Order all groceries, food, pharmaceuticals products, delivery mobile application, All In One Order System Mobile Application*

I. INTRODUCTION

This application has been develop for android as well as iOS application using **Flutter** which is latest framework of google for mobile application. For Back-end support we are using php's one of the best and latest framework named as **Laravel framework**. Most of the product based companies are using this framework to develop secured and dynamic web application. This software is supported to eliminate and in some cases reduce the hardships faced by exiting system. Moreover this system is designed for the particular need of company to carry out operations in a smooth and effective manner. This application is reduced as much as possible to avoid errors while entering the data. It also provides error message while entering invalid data. No formal knowledge is needed for the user to use this system. Thus by this all it proves it is user-friendly & ease to use

II. LITERATURE SURVEY

Today, the market place is filled with many e-commerce options for consumers. Various products and services are offered to customers. Over the past few years, the expansion of the e-commerce sector in India has been an equivalent surprisingly as more consumers have begun to experience the advantages of using this platform. there's a sufficient range of online businesses within the future if they understand the mind of the Indian consumer and lookout of their needs.

The Internet is changing the way consumers shop and buy goods and services, and it's rapidly becoming a worldwide phenomenon. Many companies have begun to use the web to scale back marketing costs, thus reducing the worth of their products and services so as to thrive during a more competitive market.

Companies also use the web to transmit, communicate and distribute information, sell products, take feedback and conduct customer satisfaction surveys. Customers use the web not only to get a product online, but also to match prices, product features and post-sales sales services they're going to receive when purchasing a product during a particular store. Many professionals are optimistic about the prospect of a web business

III. EXISTING SYSTEMS

A. Existing Systems

- 1) ZOMATO / FOODPANDA / SWIGY deliver only food.
- 2) GROFERS delivers only groceries.
- 3) IMG delivers only medicines and drugs

B. Disadvantages of Existing systems

- 1) Customer cannot order multiple products of groceries, food and medicine from single application.
- 2) Frauds in online shopping
- 3) Delay in the delivery
- 4) Hidden costs and shipping charges
- 5) Lack of interaction

IV. PROPOSED SYSTEM

A. Objective

- 1) The main objective of the project “All in One Ordering System” is to manage the details of grocery, medicines, food, customer order, stock, products.
- 2) The project is totally built at administrative end and thus only the administrator is guaranteed the access.
- 3) The purpose of the project is to build an application program to reduce the manual work for managing the grocery, medicine, food, customer, address, order. It tracks all details about the order, stock, and products.

B. Scope

- 1) In a very short time, the collection will be obvious, simple and sensible.
- 2) It will help a person to know the management of passed year perfectly and vividly.
- 3) It also helps in current all works relative to online grocery, food and medicines ordering system.
- 4) It will also reduce the cost of collecting the management and collection procedure will go on smoothly.
- 5) In computer system the person has to fill the various forms and number of copies of the forms can be easily generated at a time.
- 6) In computer system it is not necessary to create the manifest but we can directly print it, which saves our time.
- 7) It will help to utilize resources in an efficient manner by increasing their productivity through automation.
- 8) It is easy to understand by the user and operator.
- 9) It has a good user interface.
- 10) It helps customer easy to order multiple products from single application.
- 11) It helps to reduce storage taken by 3 different applications

V. FEASIBILITY STUDY

Feasibility study includes consideration of all the possible ways to provide a solution to the given problem. The processed solution should satisfy all the user requirements and should be flexible enough so that future changes can be easily done based on the future upcoming requirements.

VI. TECHNOLOGY USED

- 1) *Dart – Flutter*: Flutter is an open-source framework that's created by Google for mobile application development. Using this framework, apps are often developed for both Android and iOS devices.
- 2) *PHP – Laravel*: Laravel may be a PHP framework with an expressive, elegant syntax. We've already laid the inspiration — freeing you to form without sweating the small things.

VII. ADVANTAGES & DISADVANTAGES

A. Advantages

- 1) Make customer easy to order multiple products from single application.
- 2) Reduce application count on mobile phone.
- 3) Reduce storage taken by 3 different applications.
- 4) Increase sell of restaurant, grocery store, pharmacy store.
- 5) Delivery boy delivers different products so delivery increases and it help its income.
- 6) All will manage through one platform.

B. Disadvantages

- 1) User have to download app from store currently not available on web version.
- 2) Need smart phone.
- 3) Buying something in a store puts the goods into the consumer's hands immediately whereas there is a delay with online shopping since the product has to be shipped to the consumer.
- 4) Returning an online purchase may have the consumer incur additional charges with the return shipping costs.

VIII. HOW SYSTEM WORKS IN DELIVERING THE PRODUCT

A. Registration / Login

If customer / user is new to system then he/she has to register on system via manual registration or using social media authentication for registration provided on mobile app.

OR

If user is already registered on system then he/she has to login in system using same credentials when he provide at the time of registration.

B. Order

Search the product which user wants to buy, he/she can search directly product or the can search store/pharmacy/restaurant listed over the mobile app. Once user/customer finalize the product and added them in cart then they can move toward the deliver address, if user is ordering first time then he/she have to add delivery address or if user has already ordered some products before then last delivery will come there and live location option is also there and self-pickup option is also there so user can pick the order.

C. Payment

After adding product in cart and giving proper deliver address user has to choose payment mode, he/she can also choose COD- Cash on Delivery option and pay the product charge after the delivery in delivery boy's hand or user can choose online payment mode provided over the app and pay the payment.

D. Accept the Order

When user placed an order that order comes toward the respective store/pharmacy/restaurant and then the managing person accept the order and start preparing it and assign the delivery boy near the store.

E. Delivery

Respective delivery moves toward the store/pharmacy/restaurant to pickup the order and then moves toward the delivery address. If order is paid the delivery boy react to the address and hand over the delivery and if order is unpaid the delivery boy will collect the amount of ordered product and end of the day returned toward the system manager.

F. Product Delivered

In this way the product will deliver to customer

In this way the system works, refer the below diagram of how system works to deliver the product.



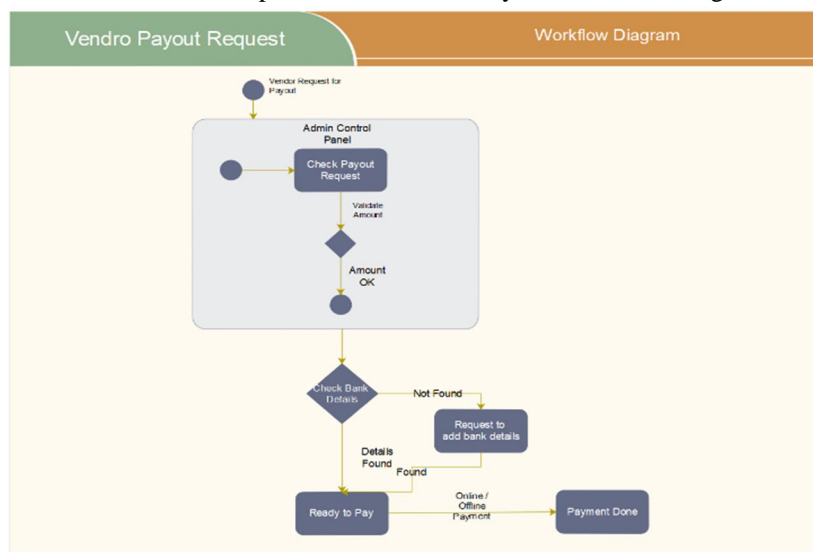
IX. HOW SYSTEM WORKS IN PAYMENT OF VENDOR/STORE MANAGER

Vendor/store manager drop the request towards the admin at the end of the month and the withdrawal amount will be equal to earned amount by delivering the product.

Admin or manager validate the withdrawal amount by cross checking the order delivered by the store/pharmacy/restaurant and then check the bank details of store manager, if bank details are available then admin/manager will do the payment to the store manager.

If bank details not found the they request store manager to update bank details and then again admin/manager do the payment.

For the reference please refer Vendor Payout Workflow Diagram



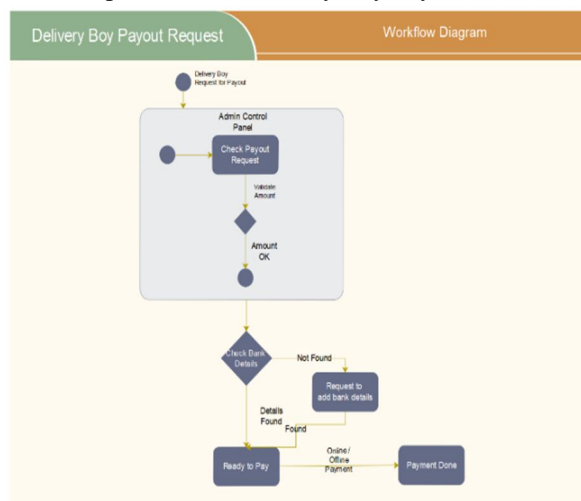
X. HOW SYSTEM WORKS IN PAYMENT OF DELIVERY BOY

Delivery boy drop the request towards the admin at the end of the month and the withdrawal amount will be equal to earned amount by delivering the product to the customer.

Admin or manager validate the withdrawal amount by cross checking the order delivered by the delivery boy and then check the bank details of that delivery boy, if bank details are available then admin/manager will do the payment to the store manager.

If bank details not found the they request delivery boy to update bank details and then again admin/manage do the payment.

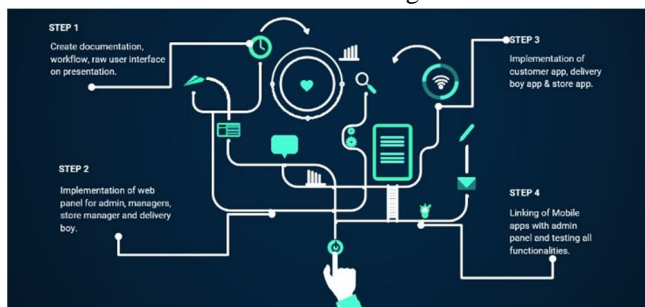
For the reference please refer Delivery Boy Payout Workflow Diagram



XI. SYSTEM IMPLEMENTATION STAGES

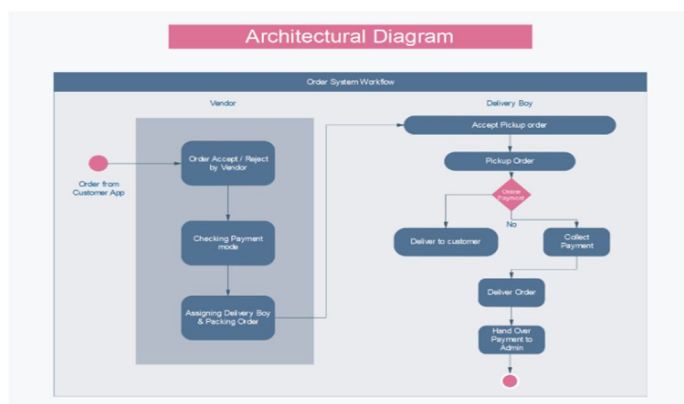
- 1) Step 1: Create documentation of system, workflow and raw admin, manager, user/customer, vendor/store manager and delivery boy system interface on presentation.
- 2) Step 2: Designing and developing web panel for admin, manager, vendor/store manager and delivery boy.
- 3) Step 3: Designing and developing customer mobile app and delivery boy mobile app using flutter technology.
- 4) Step 4: Linking customer mobile app and delivery boy mobile app with main admin panel and testing all functionalities.

Refer the below diagram.

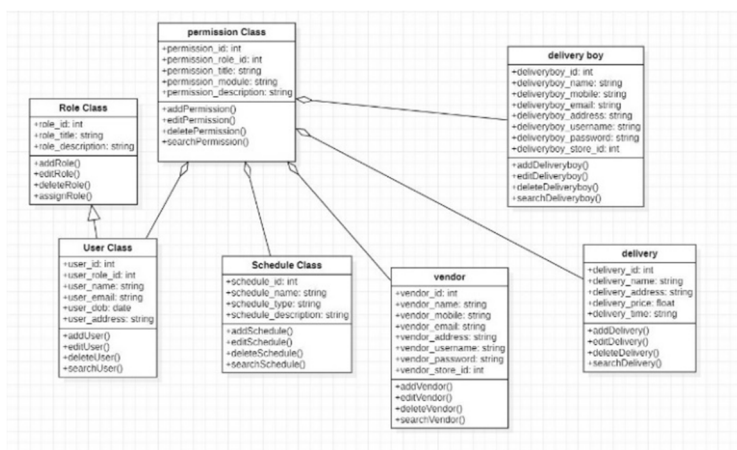


XII. DIAGRAMS

A. Architectural Diagram



B. Class Diagram



XIII. MODULES

A. Multiple Groceries, Restaurants, Pharmacies stores Directories.

The product includes support for multiple groceries, stores, pharmacies where the end-user can choose from a directory of groceries, stores, pharmacies and order

B. Geolocation & Google Maps Support.

All groceries, stores, pharmacies or any kind of shops can be viewed on a Google Maps so the end-users can browse stores on a map and get directions to navigate to them. Based on the customer's location, they will see all the nearby markets delivering to their location and all the items that are available for ordering.

C. Payment Gateways Integration.

The app supports integrations with all major payment gateways such as Stripe, Razorpay, and PayPal. The app also supports Cash on Delivery (COD) Payments upon order pickups. Push Notifications FCM (Firebase Cloud Messaging) App Push Notifications have been integrated in different areas of the app. The customer is notified via push notification upon any change in order status by the market owner or manager. The delivery boy gets a notification when the market manager assigns an order to him. Store owner/manager gets a desktop/mobile notification when the customer places an order with the market.

D. Configure Email Server.

You can connect the product suite with an email server – SMTP, Mail gun or Spark post and accordingly send emails about order and delivery notifications

E. Multi Currency Support.

The product supports multiple currencies. You can create your own currency and then the entire product suite will be changed as per the currency selected.

F. Discounts & Coupons.

The store manager/owner can add coupon codes, run promotional offers on their product items. Two types of discount coupons are supported- fixed and percent. An expiry date can also be added to the coupon codes.

G. Easy Login & Authentication

There are easy login and authentication options included in the product.

- 1) *Customer Login:* Customers can create an account using a mobile app or using a web admin panel. All customers can upgrade to the store owner role by just requesting on the admin panel (Admin needs to verify the request).
- 2) *Manager Login:* Manager can sign in to their account on the admin panel or mobile app (Mobile app is not included in this item).
- 3) *Admin Login:* Admin can login to the admin panel
- 4) *Driver/Delivery Boy Login:* Driver can create an account using mobile app and login on the admin panel or mobile app (not included in this item).

All these roles can use social authentication (available only on admin panel) or email and password, they can reset their password by providing the email address to get the reset link

H. Help & Support.

The admin and the manager can add frequently asked questions and their answers to help customers to use the app correctly. FAQs can be added as FAQ Category and then FAQs.

I. Mobile app Configuration.

Admin can easily configure the theme, language, default distance unit, Google Maps Key from the admin panel. Under themes, you can configure the theme for both dark and light themes.

J. Driver Management.

Driver Management Module allows managing all drivers in a single view. You can track the earnings, delivery fees, number of orders for each driver. The profile of the driver can also be managed from the admin panel.

K. Earning Management.

Each market can manage their earnings, check the order summary and other statistics. Having access to these analytics helps the store owners know about their business and see how they can improve or uplift their earnings.

L. Product / Market / Store Reviews and Ratings

Customers can write a review about the product or market that they make an order from and rate them. Admins / store owners can view the customer reviews & ratings, edit them or delete them

M. Export / Print Features.

Export and Print Features are available on all sections related to Product, Customer List, Order List, Store List, Cuisines, FAQs, etc.

XIV. SOFTWARE & HARDWARE REQUIREMENTS

- A. Windows 7 or higher.
- B. SQL 2008
- C. Visual studio 2010
- D. Any Browser
- E. AWS Cloud Service
- F. Processor – i3
- G. Hard Disk – 5GB
- H. Memory – 2GB RAM
- I. Internet Connection
- J. Android/iOS Mobile
- K. Mobile device with minimum 2GB RAM
- L. Mobile device memory minimum 200MB

XV. APPLICATIONS

- A. This system help people to find the required medicines which are not available in nearby medical store.
- B. This system will help people to get product at discounted price.
- C. This system will allow wide range of products.
- D. This will also help the small restaurants to improve their business.
- E. This system will allow its users to place an order of food they want to eat from any restaurant in their city.

XVI. CONCLUSION

The availability of online shopping has produced a more educated consumer that can shop around with relative ease without having to spend a large amount of time. In exchange, online shopping has opened up doors to many small retailers that would never be in business. At the end, it has been a win-win situation for both consumer and sellers. And also user don't need to install different and multiple applications to order the product.

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