**Warehouse App Conditional Document**

**Country: -** **Zambia, Moz, Kenya, DRC, Angola, Namibia**

**Language: - English**

**Country** **Code: - +27**

**Payment Gateway: - Online, Bank transfer, Purchase order**

**Application Count: - 2 (User, Warehouse)**

**Currency: - ZMW**

**Website Promotional / Full-fledged: - Full-fledged**

**OTP on email / SMS – Email**

**Project Overview: -** This project is meant for optimizing the storage and handling of goods within a warehouse environment. Users can Buy products, request for customization, Get Repaired warehouse as well may keep goods as rent for Users.

**Special Conditions: -**

* There will be two application one for customer and other for warehouse.
* Ware house app consists QR code and order history.
* User’s account will be approved by super admin.
* Super admin may assign every user to a particular salesperson or any. Any means every salesperson may see user’s order and if anyone accept it then other salesperson may only see that order request.
* for example – if there are 5 sales person and admin selected all then all of sales person may see order and any one accept order then other may see only that order with sales person name.

Or particular sales person means only that sales person may handle this order.

* There will be super admin , warehouse admin , sub admin such as sales person , designer, production manager .
* Customer can not cancelled any order .
* Every product will have warranty time period and warranty terms too.
* In this application Defect request will be there which may happen in specific time period of delivery. Time period will manage by super admin panel.
* Quote will be active for 14 days to accept by customer, after that it will be expired for that customer.
* Repair request will generate by two ways one by customer on existing order and other from warehouse application while having goods from customer to continue in warehouse rental.
* Users can get their orders repaired on their existing order only.
* Once an order is placed but Work is not in Progress, then the User should be able to edit the order.
* Once the order is created by the User . Admin will review what is requested, admin should be able to leave comments if orders are unclear or need more information. This comment is then listed as a message (On chat and notification ) on the User’s profile.
* User can Rent warehouses to keep their product for a specific duration by paying a particular rental amount managed from the admin panel**.**
* User can request customized products by uploading pdf consisting images of products.
* For customized status/Tag will be **Manufactured**.
* **Partial Deliveries:-** In cases where only a portion of an order is completed, admin can proceed with delivery of the available products. This allows for partial fulfillment of orders while remaining transparent about the status of pending items.
* **Expected Delivery Date Selection:-** Users have the option to select their preferred delivery date when placing orders. This feature enables Users to plan and coordinate deliveries according to their specific timelines and requirements.
* **Change in Delivery Location for Rental Warehouse:** Users can modify the delivery location for rental warehouse spaces if needed. This flexibility accommodates changes in logistical requirements or operational preferences.
* Users can change the delivery location for the Rental warehouse.
* **Sample Approval Process:** For customized orders, Users will approve or reject product requests before full production begins.
* Users cannot cancel orders.

**Application Flow**

* **Splash screen: -**Upon entering the application, the splash screen will be displayed for few seconds.

**Sign Up**

* To create an account Users need to enter Name, Mobile no., company name, Email, Password.
* OTP will be sent by email to verify.

**Sign In: -**

* To run this application / website Users need to Sign in with a registered email id.

**Forgot Password: -** To create new password, User needs to enter registered email id and then OTP will send on entered email id, User needs to enter OTP and verify it.

**Add Delivery Address: -**

1. To receive delivery, User may add multiple addresses,
2. Address can be selected from google map.
3. Users can skip Add addresses.

**\*Home: -**

The delivery location will be shown on the top left of the screen. Location can be changed. User's current location will show here.

My Quote on the top right of the screen will show, Product Added to quote will show here.

Notification will show on the left of My bag/Cart Button.

**Notifications: -**

All notifications for application will going to show here as app notification, user may see any specific notification as redirected to the particular order.

**Order Notifications:**

When a User places a new order or updates an existing order, both the User and admin receive a notification.

Notifications include order details such as order number, items ordered.

Users receive notifications when their orders move through different stages of processing, such as when the order is accepted, in progress, ready for delivery, or completed.

**Status Updates:**

Both the admin and Users receive notifications for status updates on orders, bookings, and warehouse rentals.

Notifications inform users when an order status changes, such as moving from pending to in progress or from in progress to completed.

**Reminders and Alerts:**

1. The application sends reminders and alerts for upcoming deadlines, such as delivery dates or rental expiry dates (before 3 days).
2. Users receive reminders to confirm delivery or rental extended dates.
3. Admin may receive alerts for pending actions or overdue tasks, prompting them to take necessary actions to keep operations running smoothly.

**Chat and Communication:**

1. Registered Users can communicate to admin via app
2. Users receive notifications for new messages,
3. Admin can address inquiries, provide updates, and resolve issues via chat in the app.

**Feedback and Ratings:**

1. After completing an order or booking, users receive notifications to provide feedback and ratings.

**Banners**- Banners will show on home screen which will be manage from admin panel.

**Categories –** Categories for which user may make bookings will show here, these categories will be managed from the admin panel.

**Blogs –** Users may look at the blog, this will be managed from the admin panel.

All products will show here such as newest, popular, monthly best seller

Products which are recently added from super admin will show here under newest tab.

Products which are most likely by users will show under popular tab and based on highest sale will show under monthly best seller.

**Order Placement: -**

**Order Request Management:**

Upon placing an order, users add products to a quote.

**Placing Custom Orders:**

For custom orders, users can upload images (which will show in PDF format) and provide detailed descriptions of their requirements, including expected delivery dates.

**Review and Comment by Salesperson:**

The custom order details are visible to the salesperson, who reviews them thoroughly.

If the order is unclear or requires additional information, the salesperson can leave comments for clarification.

**Partial Order Selection:**

When placing an order, users have the option to choose between partial or full order fulfillment.

If partial order is selected, users specify the quantity of products user wish to collect/delivery/storage.

**Full Order Selection:**

Users can opt for a full order, indicating that they want to delivery/collection/store the entire quantity of selected products.

**Delivery Type Selection:**

Users can select collection, delivery, and storage options partially.

Users proceed to provide necessary details such as delivery location or storage preferences or storage.

**Quotation Review:**

If order is placed, the request is sent to the manager for review.

The manager assesses the requirements and sends a quotation to the user, including delivery or storage fees.

**Review and Quotation Generation:**

The manager reviews each order request and generates a quotation based on the selected products and quantities.

Quotations include pricing details, delivery options, and any applicable fees.

**Quotation Approval:**

Users receive the quotation and have the option to accept or reject it.

Upon acceptance, users proceed to select their preferred delivery type: collection, delivery, or storage.

**Acceptance and Payment:**

Users review the delivery or storage quotation and accept it if satisfactory.

Upon acceptance, users proceed to make payment for the order, including any applicable delivery or storage fees.

**Order Status Tracking:**

Throughout the process, users and the manager can track the status of the order, from request submission to payment completion and delivery/storage confirmation.

**Communication Tools:**

Users and the manager can communicate regarding order details, quotations, and any clarifications needed through built-in messaging or chat features within the admin panel.

**Order Workflow**

**Order Placement:**

After a user place an order, it is distributed to the super admin, admin, and all salespersons.

**Order Review by Admin and Salespersons:**

Order requests are sent to the super admin, admin, and all salespersons.

If one salesperson accepts the order, other salespersons can still view the order but cannot accept it.

If needed, salesperson can leave comments for clarification.

**Quotation Generation:**

Upon receiving a request for a quotation from a customer, the salesperson creates a quotation based on the customer's requirements. Superadmin, admin can also see the quotation.

**Confirmation and Processing:**

Once a customer accepts the quotation, the salesperson changes the order status to "Work in Progress" (WIP), indicating that the order is being processed.

**Order Completion:**

After the order is completed and ready for delivery, sales person changes the status to "Completed".

The items are then prepared for delivery and dispatched accordingly, which will be notify to customer as well.

**Product Damage Request:**

If a user finds their product damaged upon delivery: the user can send a damage request. within particular time user may send damage request with image and title so in super admin panel a damage request section will be there with product details super admin may see and act on it. Super admin may put comment for their own purpose . **\*Repair: -**

**Initiation of Repair Request:**

* + Either a customer or a company employee clicks on a "Repair Request" option.
  + The requester enters details including:
    - If the requester is an employee, they must select the customer the repair request is for.
    - Support for multiple line items, with the ability to add another line item if required.
    - Information required for each line item:
      * Item name
      * Original sales order (optional)
      * Description of product and damage
      * Upload photos of the damaged product.
    - If repair request from customer – customer may request only on previous orders.
    - Customer may choose order and quantity for that order which will be going to repair with delivery type.
    - Delivery type may consist delivery at customer’s place where customer will enter customer’s delivery location.
    - If customer chooses collected than it means customer will going to collect repair product from warehouse location , so in this case location will going to show to customer.
    - and then this request will going to show on warehouse admin , super admin and super admin will check and assign this to sales person .
    - Sales person will review request such as product lies in warrant period as well as warranty terms will be there then sales person may prepare quotation, this quotation will going to send to customer .
    - Customer may accept or reject quotation.
    - If customer accept quotation then sales person will proceeds as repair request order placement and order placement flow will be same as standard order placement flow.

**\*Warehouse Rental: -**

Users can access their warehouse rental history, which includes past rental durations, dates, and any associated actions taken-

**Expand Rental Duration:**

During the warehouse rental period, users have the option to expand the rental duration if needed. This allows users to extend the duration of their warehouse rental based on their requirements.

**Product Movement Within Warehouse:**

Users have the flexibility to take products from the warehouse and return them during the warehouse rental period. This means users can temporarily remove items from the warehouse for specific purposes and return them later within the rental period without additional charges.

If user request for products during rental period, user needs to choose request product

**Request Products** – customer may choose date for product , on this date customer wants their product (warehouse needs to release products by the chosen date) and pick up date means customer may release products to warehouse.

Quantity , delivery type – customer may collect products or customer wants delivery.

Then this request will going to show in super admin , warehouse admin.

This request will assign to sales person.

Sales person will going to review request and prepare quotation for it

Customer may accept / reject quotation . On the date of pickup warehouse will going to pickup products at that time if any product has been damage then warehouse will going to add repair request for that customer

Repair request from warehouse app – warehouse app will request for customer that this product has been defected , do want to repair this , such kind of notification will going to show to customer .

Warehouse may add title description image and quantity for the request . If customer accepts it then sales person will going to review it and prepare quotations for product.

Customer will going to accept/ reject quotation.

If customer accepts quotation then those products will proceeds as repair request products and after repair, those going to keep in warehouse.

Customer may discard products too , it means warehouse person may discard no. Of broken product and keep rest with them.

**\*My Bookings: -**

Pending, Ongoing, Delivered and Completed booking will show. With their detailed order pages.

For standard product status/Tag will show New and for customized status/Tag will show Manufactured.

**Profile: -**

**My Activity-**

**1.Manage Addresses-** Users can save Addresses.

**Support & About**

**1.Terms and Conditions-** Terms and conditions will be managed from the admin panel.

**2.Privacy Policy-** Privacy will be managed from the Admin Panel.

**3.About Us-**- About us will be managed from the admin panel.

**Account Settings:-**

**Change password-** Users can change their password.

**Contact Us-** Users can contact the admin.

**Edit Profile-** Users can Edit their Profile picture,Name, Mobile no. and Email.

**Rate App-**

**Share App-**

**Delete Account-** Users may delete their account any time.

**Log Out-** User May Log out any time.

**=================== Admin======================**

**\*User Management: -**

Admin has the authority to manage user accounts, including approving or rejecting User registrations.After Approved then only Users will have access to the home screen.

If the admin Rejects/Accepts the request,Email notification will be sent to the User.

**\*Role(subadmin) management:-**

1. **User Management:**
   * Admin can access a dedicated section for managing subadmin roles and permissions.
   * They can add new subadmins by providing basic information such as name, email, and contact details.
2. **Role Assignment:**
   * Admin assigns specific roles or permissions to each subadmin based on their responsibilities within the organization.
   * Roles can be predefined (e.g., warehouse manager, product manager, order manager) or customized according to the organization's hierarchy.
3. **Permission Settings:**
   * Admin configures granular permissions for each role, specifying which sections and functionalities of the admin panel subadmins can access.
   * Permissions may include view, edit, delete, or create rights for various modules such as user management, order management, product management, etc.

* **\*Order Management:-**
  + Admin oversees the entire order lifecycle, from order creation to completion.
  + They can view all incoming orders, review order details, and take necessary actions such as modifying orders,send quotations.
  + Admin can track order progress, update order status (e.g., pending, work in progress, completed), and communicate with Users regarding order-related matters.
* **\*Customize Management: -**
* **View Customization Requests:**
  + Admin can access a dedicated section to view all incoming requests for customized products.
  + Each request will display details such as the user's information, requested specifications, and any uploaded images or documents.
* **Review and Comment:**
  + Admin has the ability to review each customization request thoroughly.
  + They can leave comments if further clarification or additional information is needed from the user.
  + Comments left by the admin will be visible to the user, facilitating clear communication and understanding.
* **Quotation Generation:**
  + After reviewing the customization request, the admin can generate a quotation for the requested customizations.
  + The quotation will include pricing details, any applicable fees, and a summary of the proposed customization work.

**Task assignment:**

* When assigning an order, admin selects the appropriate subadmin from a list of available subadmins.
* **Send Sample for Approval:**
  + If necessary or requested by the user, admin can send samples of similar custom products for reference.
  + Users can review the samples to ensure they meet their expectations before proceeding with the customization order.
* **User Acceptance or Rejection:**
  + Upon receiving the quotation and sample, users have the option to accept or reject the proposed customization.
  + If accepted, the customization order moves forward to production. If rejected, further discussions may be initiated to refine the requirements.
* **Detailed Order Generation:**
  + Once the customization request is approved by the user, admin generates a detailed order page.
  + This page includes all relevant information such as quantity, specifications, pricing, and any additional services requested by the user.
* **Order Tracking and Management:**
  + Admin can track the progress of each customization order, from acceptance to completion.
  + They update the order status as it progresses through different stages, ensuring transparency and accountability.
* **Communication with Users:**
  + Throughout the customization process, admin maintains communication with users via chat or notifications.
  + They address any inquiries, provide updates on order status, and resolve any issues or concerns raised by the user.

**\*Defect Request:**- Any customer may request defected products once received, withing specific time period customer may request for defected product. Time period will be manage from super admin panel.

Requests will going to show to super admin panel .

Request will consist title , description , images.

**\*Repair Request :-**

* + Admin has access to a dedicated dashboard displaying all incoming repair requests.
* **Request Filtering and Sorting:**
  + Admin can filter and sort repair requests based on various criteria such as request status, product type, or date of submission.
  + This helps in prioritizing and organizing repair requests efficiently.
* **View Request Details:**
  + Admin can view detailed information about each repair request, including the product requiring repair, user details, and description of the issue.
  + Attached images or documents may also be accessible to aid in assessing the repair requirements.

**Update Product Status:**

* Admin can update the status of each repair request to indicate whether the product has been received or is still pending arrival.
* **Quotation Generation:**
  + After reviewing the repair request, admin can generate quotations for the repair services.
  + The quotation includes pricing details, estimated repair time, and any additional terms or conditions.
* **Communication with Users:**
  + Admin can communicate with users regarding repair requests through built-in messaging or chat features within the admin panel.
* **Assignment to Technicians:**
  + Admin assigns repair requests to technicians or repair specialists based on workload, expertise, or availability.
  + Technicians receive notifications about assigned repair requests and can begin working on them accordingly.
* **Repair Status Tracking:**
  + Admin monitors the status of repair requests as they progress through different stages, such as assessment, repair, and quality testing.
  + Updates on repair status are logged and visible to both admin and users for transparency.
* **Quality Control and Approval:**
  + Before finalizing repairs, admin or designated personnel conduct quality checks to ensure that the repaired product meets quality standards.
  + Admin approves or rejects completed repairs based on quality assessment and user satisfaction.
* **Reporting and Analytics:**
  + Admin generates reports and analyzes repair request data to identify trends, track performance metrics, and optimize repair processes.
  + Insights from reporting help in improving efficiency, reducing turnaround time, and enhancing customer satisfaction.
* **Integration with Inventory Management:**
  + If replacement parts are required for repairs, admin can manage inventory levels and procurement processes directly from the repair request interface.
  + This ensures timely availability of necessary parts and minimizes delays in repair services.
* **\*Product Management:-**
  + Admin can add new products, update existing product information (e.g., descriptions, images, prices), and category.
* **\*Warehouse Rental request: -**
  + Admin has access to a dashboard providing an overview of all warehouses under management.
  + The dashboard displays key metrics such as occupancy rates, available space, and upcoming rental expiries.
* Warehouse Listing:
  + Admin can view a list of all warehouses registered in the system, including their locations, capacities, and rental status.
  + Each warehouse entry provides detailed information such as dimensions, amenities, and current occupancy.
* Add New Warehouse:
  + Admin can add new warehouses to the system by entering relevant details such as location, dimensions, capacity, and rental terms.
  + Optionally, admin can upload images or floor plans to provide visual representation of each warehouse.
* Edit and Delete Warehouses:
  + Admin has the ability to edit or delete existing warehouse entries as needed.
  + Edits may include updating rental terms, adjusting capacity, or modifying location details.
* Warehouse Allocation:
  + Admin allocates warehouse space to users based on their rental requests or storage needs.
  + Allocation may involve assigning specific sections or shelves within a warehouse to individual users.
* Rental Management:
  + Admin oversees rental agreements for each warehouse, including lease terms, rental rates, and payment schedules.
  + The system tracks rental payments and generates invoices for users based on agreed-upon terms.
* Inventory Tracking:
  + Admin monitors inventory levels within each warehouse, tracking incoming and outgoing goods.
  + The system updates inventory records in real-time to reflect changes in stock levels.
* Maintenance and Repairs:
  + Admin manages maintenance tasks and repairs for warehouses, ensuring facilities are well-maintained and operational.
  + Maintenance schedules and repair requests can be logged and tracked within the admin panel.
* Reporting and Analytics:
  + Admin generates reports and analyzes data related to warehouse operations, including occupancy rates, revenue generated from rentals, and maintenance costs.
  + Insights from reporting help in optimizing warehouse utilization, identifying potential revenue opportunities, and improving operational efficiency.
* Integration with Other Modules:
  + Warehouse management is seamlessly integrated with other modules such as order management and inventory management.
  + For example, when fulfilling orders, admin can track the availability of products in warehouse inventory and allocate storage space accordingly.
* Communication Tools:
  + Admin can communicate with warehouse staff, users, and other stakeholders through built-in messaging or chat features within the admin panel.
  + This facilitates coordination, resolves issues promptly, and ensures smooth warehouse operations.
* **\*Warehouse Management:-**
  + Admin oversees warehouse operations, including managing available warehouse space and rental agreements.
  + They can allocate warehouse space to Users based on their requests, monitor occupancy levels, and track rental durations.
  + Admin handles any warehouse-related issues, such as maintenance, security, and logistics.