Yo!Yumm

**Feature List
Yo!Yumm V5.1**

Online Food Ordering & Delivery Marketplace

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1. System Overview

Yo!Yumm is a robust, feature-rich food delivery software designed to help businesses effortlessly launch and manage their multi-restaurant marketplace. With its highly customizable and scalable architecture, Yo!Yumm provides end-to-end management tools for admins, merchants, customers, and delivery partners, ensuring seamless operations across all user roles.

Businesses can create intuitive food delivery platforms, including fully functional websites and dedicated mobile applications for merchants, customers, and delivery partners.

The platform supports multiple service models, allowing merchants to offer dine-in, table booking, pickup, and delivery services based on their operational preferences. The admin has full control over restaurant settings, order management, delivery partner configurations, and other key aspects, enabling them to customize the platform according to their requirements.

2.   User types

The platform accommodates different user roles, each with specific functionalities as mentioned below:

1. **Guest Users:** A guest user can explore the website, browse restaurants and their menus, and access CMS sections without requiring registration or login.

2. **Buyers:**
   ➜ Customers can sign in using their email or phone number to browse and filter restaurant options using various filters and tags.
   ➜ customize their orders, add **multiple item combinations** to the cart, and
   ➜ complete payments using different payment methods.
   ➜ can choose between delivery, pickup, dine-in, or table booking and also schedule orders for a later time.
   ➜ add **cooking instructions** while ordering menu items, include **order notes** for merchants and **delivery notes** for delivery partner, and
   ➜ Can provide **ratings for the delivery partner**
   ➜ track real-time order progress, including the delivery partner's location.
   ➜ Redesigned, user-friendly, and easy-to-navigate layout for mobile view enhancing buyer experience
   ➜ **Enhanced keyword search** to find the relevant item, restaurant, or cuisine

3. **Merchants:**

➔ Merchants can set up and manage one or multiple restaurant profiles based on their subscription plan.

➔ Can create menu categories, items, and secondary groups for better variety and customization.

➔ Detailed information can be added to menu items, along with filtering options through tags.

➔ Merchants receive comprehensive order details.

➔ They can choose to handle deliveries with their own personnel or delegate them to the platform's administrative team.

➔ Service fees and packaging charges can be defined and applied for transparent pricing.

➔ Get push notifications along with sound on web and mobile for every new order placed enabling them to take prompt action.

4. **Delivery partner:**

➔ Delivery partner can register themselves or have their profiles created by the Admin or Merchant, depending on who manages deliveries.

➔ Orders are broadcasted to available delivery partner, who can accept or decline them.

➔ If no one accepts an order, the Admin or Merchant assigns it to a delivery partner.

➔ The heatmap feature helps delivery partners identify high-demand areas to maximize order acceptance.

➔ Delivery partner can view specific delivery notes provided by buyers for smooth order handling.

➔ Once an order is delivered, it is marked as "Delivered," or if undelivered, as "Canceled."

➔ Delivery personnel can view buyer ratings and feedback on each completed order.

5. **Admin:**

The administrator holds the highest level of authority within the system, granting them comprehensive control over key aspects of the platform. Their responsibilities include:

➔ User Profile Management – Overseeing and managing all user accounts.

➔ Merchant Subscription Management – Handling merchant subscriptions and associated plans.

➔ Platform Configurations – Managing critical settings for restaurants, orders, and delivery partners.

➔ Content & Theme Management – Controlling CMS content and front-end theme color settings.

➔ Tax Management – Configuring whether item prices are inclusive or exclusive of tax.

6. Affiliates:

Affiliate users contribute to increasing revenue by driving traffic to the platform. To gain access to their accounts, they must first undergo a review and approval process conducted by the administrator.

3. Features available

The following are the features that are available on the platform:

3.1. Buyer Features:

Buyers are registered users who place orders on the platform to purchase food from restaurants or book a table.

→ **Sign Up/ Log in**
- ◆ Registration via Email
- ◆ Registration via Phone number
- ◆ Email and phone number verification via OTP
- ◆ Via social logins (Facebook, Google) and Apple account
- ◆ Reset forgot password

→ **Home Page**
- ◆ Location-based restaurant listing and identification
- ◆ Popular restaurant listings based on city
- ◆ Filtering restaurants and dishes by cuisine and favorite foods as per their availability on the selected location
- ◆ Promotional banners for special offers
- ◆ Admin-offered discounts/offers displayed on the homepage
- ◆ Improved Keyword Search functionality by cuisines, dishes, and restaurants

◆ Revamped UI/UX of the Checkout process for smoother user experience

◆ Improved design and layout of the Registration and Log in pages

➔ **Restaurant listing page**

◆ Restaurant filtering and sorting for optimal search results

◆ Tag and rating-based restaurant filtering

◆ Distance-based restaurant listing

◆ Dish listing and filtering based on tags

➔ **Restaurant detail page**

◆ Access complete restaurant details, including services, cuisines, address, operating hours, menu, promotions, customer ratings, reviews, and a brief overview.

◆ Search functionality to find specific dishes

◆ Share the restaurant on social media platforms

◆ Mark the restaurant as a favorite for quick access

◆ View menu item details with tags like vegan, halal, spicy, etc.

◆ Access offers applicable on the restaurant

◆ Tag-based filtration of menu items

◆ Browse menu items with an "Add to Cart" button

◆ Book a table for dine-in with enhanced UI

◆ Smooth navigation between menu groups

➔ **Add to cart**

◆ Add preferred menu items to the shopping cart with customization options, including secondary group selection, quantity, and toppings

◆ Choose single or multiple toppings for a menu item (as configured by the admin)

◆ Add various combinations of the same menu item

- ◆ Add a new combination of an already added item or edit an existing combination
- ◆ Update the quantity of added menu item combinations
- ◆ Add cooking instructions for each menu item (if enabled by the merchant)
- ◆ Modify menu items in the cart before checkout
- ◆ View order value based on added menu items and applied discounts

→ **Check Out (Order review) page**
- ◆ Review the order items and total order value
- ◆ Place an instant order or schedule an order for later
- ◆ Choose between pickup, delivery, or dine-in options
- ◆ Add special order notes for the restaurant
- ◆ Include special delivery notes for the delivery partner as needed
- ◆ Select a payment method from the available options
- ◆ Input or modify the delivery address
- ◆ View available offers and add or remove them as desired
- ◆ Redeem reward points at checkout
- ◆ Select from pre-defined or add a custom tip for the delivery partner
- ◆ Review the detailed cart summary including subtotal, applicable taxes, service fees, and packaging fees charged by the merchant
- ◆ Receive order confirmation after a successful transaction

→ **Reviews and Ratings**
- ◆ Review the order items and rate the restaurant
- ◆ Add remarks or feedback for the restaurant
- ◆ Rate the delivery partner for delivery orders based on the delivery experience

➔ **Reward points**
- ◆ Earn reward points with each purchase, which can be redeemed at checkout

➔ **Refund**
- ◆ If the order is canceled by the merchant or admin, the buyer will receive a refund
- ◆ If the order is not delivered after the delivery partner reaches the buyer's location, a partial refund will be processed based on the admin-defined refund configurations

3.1.1. Buyer Dashboard

➔ **Wallet**
- ◆ View wallet balance
- ◆ Recharge wallet balance using available payment options
- ◆ Check the history of wallet transactions
- ◆ Filter wallet credit and debit transactions by date

➔ **My Orders**
- ◆ View recently placed orders with basic details like ordered items, order amount, and current status
- ◆ Filter orders based on order status
- ◆ Cancel a scheduled order
- ◆ Mark an order as a favorite for quick reordering

➔ **My Account**
- ◆ Update personal information, including profile picture, mobile number, and name

- ◆ Change password
- ◆ Request a copy of personal data
- ◆ Request data removal

→ **My addresses**
- ◆ Add new addresses
- ◆ Set an existing address as the default
- ◆ Edit or delete saved addresses

→ **My favourites**
- ◆ View a list of favorite restaurants and orders
- ◆ Remove restaurants or orders from favorites
- ◆ Reorder a previously placed order

→ **Rewards**
- ◆ View total reward points earned
- ◆ Check the transaction history of reward points credited and redeemed

→ **Table bookings**
- ◆ View table booking requests with details like guest count, token amount (if applicable), status, notes, and reference number
- ◆ Place an order in advance for an approved request by clicking the "Place an Order" button
- ◆ Cancel a booking request with a reason

→ **Cookies consent**
- ◆ Manage and update cookie consent

→ **Notifications**
- ◆ Notifications of new offers being run by the restaurant

- Notifications of all the wallet and reward transactions
- Order confirmation, completion and cancellation notifications
- Notifications related to the reviews and ratings

3.2. Merchant Features

Merchants are the individuals who sign up on the platform and onboard restaurants onto the platform.

→ **Sign Up/ Log in**
- Sign up using email
- Verify account through email-based verification via OTP
- Account approval required by the admin

→ **Subscription plan**
- Explore various subscription plans with different features and pricing models based on duration
- Select and purchase a subscription plan
- Access platform features without restrictions with an active subscription
- Enable auto-renewal for continuous access
- Upgrade or extend the subscription plan as needed
- Review subscription type and associated duration

3.2.1. Merchant Dashboard

→ **Dashboard**
- View key statistics, including total sales, orders, and reviews for the current month

- ◆ Access a list of created restaurants
- ◆ Add a new restaurant with the "Add More" option
- ◆ Edit an existing restaurant with the "Edit" option

➔ **My account**
- ◆ Update personal information, including profile picture, mobile number, and name
- ◆ Change password
- ◆ Request a copy of personal data
- ◆ Request data removal

➔ **Restaurant users**
- ◆ Add sub-users for an approved restaurant and allocate permissions (view/edit) as needed
- ◆ View the status of existing sub-users
- ◆ Modify passwords, details, or permissions for sub-user accounts

➔ **Delivery partner**
- ◆ Enable or disable the wallet for delivery partners
- ◆ Add restaurant-specific delivery partners with details such as vehicle type and address
- ◆ View existing delivery partners along with their status
- ◆ Modify passwords for delivery partner accounts
- ◆ Access the wallet transaction history of the delivery partner
- ◆ Filter delivery partners based on their average ratings

➔ **Withdrawal request of Delivery partner**
- ◆ View withdrawal requests initiated by delivery partners

- Approve or reject withdrawal requests by transferring either the full or partial amount, with the option to add the transferred amount and comments
- Access detailed information about each withdrawal request

➔ **Reports**
- Download reports in CSV format
- View a summarized count of total orders and sales on a daily, monthly, and yearly basis across all restaurants

➔ **Reviews**
- View all reviews from all restaurants
- Flag a review as inappropriate and respond to customer feedback
- Access previous responses from the merchant to customer comments

➔ **Orders**
- List and view details of all orders from all restaurants
- Filter orders based on order status
- Accept or reject orders
- Assign a delivery person when delivery is managed by the merchant, and no delivery personnel have accepted the order
- Cancel orders if no delivery personnel are available or if the merchant cannot fulfill the order
- View order details and print order receipts
- Process partial refunds for orders canceled after the delivery partner reaches the buyer's location

➔ **Wallet**
- Check the history of wallet transactions
- Filter wallet credit and debit transactions by date and restaurant

➔ **Notification**
  ◆ View all notifications related to order status and wallet transactions
  ◆ Delete notifications if not required

3.2.2. Restaurant Dashboard

The dashboard offers a comprehensive overview of restaurant performance, including total orders, completed orders, and total sales. It also highlights active offers, customer reviews, and a complete listing of all reviews posted by customers.

➔ **Download the Restaurant's QR Code** allowing customers to scan and place dine-in orders directly from their devices
➔ **Restaurant Setup**
  ◆ **Edit Profile/ Restaurant details**
    ● Modify restaurant details such as name, description, and email address
    ● Update tags for better categorization
    ● Manage active and online status
    ● Enable or disable cash on delivery
    ● Set a minimum order value and the maximum COD limit
    ● Define preparation times separately for delivery, pick-up, and dine-in orders
    ● Enable or disable cooking instructions
    ● Choose whether to auto-accept instant orders

  ◆ **Restaurant timings:**
    ● Enable or disable delivery, pick-up, and dine-in services as needed
    ● Set whether orders can be scheduled, and if enabled, define the minimum hours and maximum days for scheduling

- Update primary and secondary operational hours for the restaurant
- Choose whether the same timings apply to all days of the week
- Define delivery slots applicable for placing delivery orders
- Mark holidays when the restaurant will remain closed

◆ **Tax or other charges:**

- Admin predefined tax charges as applicable
- Define fees or charges as needed and choose to apply them to specific service types—for example, apply packaging fees only to Pick-up and Delivery orders.

◆ **Delivery Details:**

- Define the delivery range within which the merchant will provide delivery
- Set the delivery broadcast range for orders to be assigned to delivery partners
- Specify the minimum delivery range along with corresponding minimum delivery charges
- Set delivery charges per kilometer beyond the minimum range
- Use the distance-rate calculator to estimate applicable delivery charges based on defined settings

◆ **Location:**

- The merchant can set their location using Google Maps and enter a detailed address with notable landmarks for better accuracy.

➔ **Manage Menu**
  ◆ **Secondary group:** Secondary groups allow restaurants to offer additional customization options. Merchants can:
    - Add or edit secondary groups

- Activate or deactivate them
- Manage their display order

◆ **Menu group:** Menu groups help restaurants categorize their offerings. Merchants can:
- Add or edit menu groups
- Activate or deactivate them
- Manage their display order

◆ **Quantity group:** Quantity groups allow restaurants to offer menu items in different portion sizes. Merchants can:
- Add or edit quantity groups
- Activate or deactivate them
- Manage their display order as per requirement

◆ **Topping group:** Topping groups allow restaurants to categorize and offer different groups of toppings. Merchants can:
- Add or edit topping groups
- Activate or deactivate them
- Manage their display order

◆ **Menu Item:** For menu items, merchants can define:
- Menu item name and description
- Link with a relevant menu group
- Set prices for applicable quantity groups
- Link an applicable tax group
- Select up to five tags to provide additional information (if required)
- Link secondary groups for customization and set prices for available sizes
- Enable cooking instructions for a particular menu item

- Enable topping groups, select toppings, and define prices for each topping as needed

◆ **Topping Item:** For topping items, merchants can define:
  - Name
  - Link to the relevant topping group
  - Active/Inactive status
  - Price for quantity groups where the topping is offered

◆ **Bulk price update:** Bulk price update allows restaurants to adjust the prices of menu items and topping items in bulk. The price can be increased or decreased by a fixed amount or percentage.

◆ **Menu Cloning:** Restaurants can clone a menu from an existing restaurant under the same merchant. The merchant can choose to retain or exclude existing data as needed.

➔ **Offers**
  ◆ Introduce exclusive offers specific to a restaurant (post admin approval)
  ◆ Review and manage the specifics of existing offers
  ◆ View offers generated by the admin

➔ **Orders**
  ◆ View the list and details of all orders placed at a specific restaurant
  ◆ Access and manage scheduled orders separately
  ◆ Update the status of both instant and scheduled orders
  ◆ View and print order details
  ◆ Filter orders based on order status
  ◆ Assign a delivery partner if the merchant is managing delivery

➔ **Table Booking**
- ◆ Enable or disable table booking for the restaurant
- ◆ Configure table booking settings, including:
  - Maximum and minimum days for advance booking
  - Token amount applicability
  - Token amount per guest (if applicable)
  - Minimum and maximum number of guests allowed
  - Token amount adjustment in the order total
  - Enable or disable cancellation
  - Define cancellation time (in hours)
  - Set booking slot time difference (in minutes)
  - Define available booking slots
  - Add booking slots for table reservations
- ◆ Manage and view table booking requests

➔ **Reviews**
- ◆ List all reviews from all restaurants
- ◆ Flag a review as inappropriate and respond to customer reviews
- ◆ View the previous response of the merchant to a customer comment

➔ **COD Collections**
- ◆ View the COD collections for a selected time interval by choosing a date range
- ◆ Download the report of COD collections for the selected period
- ◆ Get a summarized view of total collections and total orders based on delivery partner

➔ **Restaurant Wallet**

   ◆ Transaction history

   ● View the wallet information and transaction history related to the restaurant

   ◆ Withdrawal request

   ● Withdraw funds from the restaurant wallet by entering PayPal or bank transfer details (subject to admin approval and processing)

   ◆ Wallet recharge

   ● Add money to the wallet using available payment methods

3.3. Delivery partner features

Delivery partners are responsible for transporting customer orders from the restaurant to the buyer's address.

➔ **Sign Up**

   ◆ Register using an email address

   ◆ Select the vehicle type for deliveries

   ◆ Improved UI and step-by-step registration made easier for delivery partners

   ◆ Upload verification documents as per requirements

   ◆ Account approval is required from the admin after validating submitted documents

   ◆ Resubmission of documents (frequency as defined by the Admin)

   ◆ Email verification via OTP

   ◆ Admin or Merchant can also create delivery partner account depending on who is managing the delivery

➔ **Log In**
- ◆ Via email address
- ◆ Resetting forgot password

➔ **Dashboard**
- ◆ Displays key statistics, including total assigned orders, successfully delivered orders, wallet balance, and average rating
- ◆ Allows delivery partner to mark the start of their shift by setting their status to Online and switch to Offline when not available

➔ **My account**
- ◆ Update personal information, including profile picture, mobile number, name, address, city, and vehicle type
- ◆ Change password
- ◆ Request a copy of personal data
- ◆ Request data removal

➔ **My Orders**
- ◆ Lists all orders that have been assigned or accepted by the delivery partner
- ◆ The delivery partner can update the order status as it progresses
- ◆ Ability to track the order status before marking it as "On the Way".
- ◆ Continuous sound and push notifications alerting delivery partners of new orders broadcast or assigned

➔ **Queued Orders**
- ◆ Displays all orders that have been broadcast but are yet to be accepted or rejected by any delivery partner
- ◆ Delivery partner can review and accept any of the broadcast orders based on their availability and order details

3.4. Admin Features:

The administrator holds the highest level of authority within the system and controls key aspects of the platform.

➔ **Login**
   ◆ Via email address
   ◆ Forgot Password
   ◆ Remember me

3.4.1. Admin Dashboard

The dashboard features an improved theme for enhanced user experience and provides a brief summary of total orders, users, merchants, and withdrawal requests.

➔ Admins have access to the following key insights:
   ◆ Total orders received to date and for the current month
   ◆ Count of total users and merchants, both cumulative and for the month
   ◆ Withdrawal requests for the current month and total requests till date
   ◆ User traffic insights from different geographies
   ◆ Visitor statistics
   ◆ Top-performing restaurants (Today, Weekly, Monthly, Yearly)
   ◆ Top referrers and their contributions
   ◆ Top countries driving user engagement
   ◆ Summary of the last five orders
   ◆ Referrer statistics across various social media platforms
   ◆ Graphical reports for the past six months covering:
      ● Sales
      ● Sales earnings
      ● Sign-ups
      ● Affiliate sign-ups

3.4.2.   Get Started

The Get Started module assists the platform owner in configuring essential settings required for launching the platform. It includes:

→ **System Configurations –** Set up fundamental platform settings such as timezone, currency, and email configurations.

→ **Logo & Media Management –** Upload the platform logo, favicon, and default placeholders for restaurants and products.

→ **Admin Commission –** Define commission rates applicable to merchants and delivery partner.

→ **API Configurations –** Set up API keys to enable notifications and third-party integrations.

→ **Payment Method Configurations –** Enable and manage different payment gateways.

→ **Tax Management –** Configure applicable tax rates based on operating regions.

→ **CMS (Content Management System) –** Manage website content, including pages, policies, and FAQs.

→ **Operating Locations –** Define serviceable regions, including cities and delivery areas.

3.4.3.   Manage Users

→ **Merchants:**
Admins can efficiently manage merchants by handling their status, verifying their accounts, and reviewing their details. Key functionalities include:
◆ Managing merchant status and verification, including reviewing merchant requests and information
◆ Changing merchant passwords when needed
◆ Accessing details of restaurants linked to a specific merchant
◆ Viewing and managing orders from a particular merchant

- Checking and managing the merchant's wallet
- Viewing and managing sub-users associated with the merchant
- Searching for merchants using their name or email ID
- Filtering search results based on status, verified accounts, and approved accounts

➔ **Users:**

Key functionalities include:

- Managing user status and modifying passwords when required
- Accessing information about a user's rewards and wallet
- Deleting a user account if necessary
- Viewing and managing a user's personal details, including profile picture, name, and contact information
- Filtering users based on username, email ID, phone number, user type, status, and verified accounts

➔ **Delivery partner**

Key functionalities include

- Filtering search results based on username, email ID, status, added by, and city (for admin-managed delivery partner)
- Viewing and managing personal information, including profile picture, name, and contact details
- Managing the status of delivery partner and modifying passwords if required
- Accessing delivery reports and wallet details
- Adding new delivery partners and managing their commission and token amount
- Filtering delivery partner based on their average rating

- ➔ **Affiliate**
  - ◆ Filter search results based on username or email ID, status, and approval status.
  - ◆ Managing the Active and approval status of the affiliates.
  - ◆ View and manage the personal information of the affiliate including profile picture, name, contact details, Payout method and related information.
  - ◆ Managing the status, changing passwords and accessing wallet of the delivery partner.

- ➔ **User GDPR Request**

View and manage the data-related requests of all users.

3.4.4.   Manage restaurants

Admin can manage all restaurants in the portal by different merchants

- ➔ **Restaurants**

  Admins can efficiently manage restaurants by overseeing their profiles, approval requests, and delivery handling preferences. Key functionalities include:
  - ◆ Filtering search results based on username, email ID, location, servings, status, and approval status
  - ◆ Viewing and managing general restaurant information and menu-related details
  - ◆ Handling restaurant approval requests and updating their popular status
  - ◆ Managing the user type (Admin/Merchant) responsible for handling the restaurant's deliveries
  - ◆ Filtering restaurants based on their average rating

- ➔ **Restaurant subscription packages**
  - ◆ Viewing and managing all available subscription packages

- ◆ Adding new subscription plans with customized features and pricing
- ◆ Modifying or updating existing subscription plans as needed

➔ **Token amount**

- ◆ Define the Token amount for each restaurant. (Security amount in case of COD).

3.4.5. Manage Orders

Admins have complete control over all orders received by various restaurants. They can efficiently manage, track, and update order statuses across different categories:

➔ **Orders**

- ◆ Filter search results based on username, restaurant name, Order ID, duration, Payment Status, Order Status, and Order Shipping Status.
- ◆ View detailed order information, including customer details, delivery address, and order items.
- ◆ Access and manage transaction details, including adding transactions for offline payments.
- ◆ Update order status and assign a delivery partner if no one accepts the order (when admin is handling deliveries).
- ◆ View the history of status updated for each order

➔ **Unassigned Orders**

- ◆ View detailed order information, including customer details, delivery address, and order details.
- ◆ Manage order status and assign a delivery partner if no one accepts the order (when admin is handling deliveries).

➔ **Scheduled Orders**

- Filter search results based on username, restaurant name, Scheduled Order ID, duration, Payment Status, Order Status, and Order Shipping Status.
- View scheduled order details, including customer details, delivery address, and order items.
- Access and manage transaction details, including adding transactions for offline payments.
- Update the scheduled order status and assign a delivery partner if necessary.

→ **Restaurant Subscription Orders**
- Filter search results based on username, email, Order ID, duration, Payment Status, and Package Type.
- View subscription order details and manage transactions, including adding offline payments.

3.4.6. Table booking requests

Admins have full control over table booking requests received by different restaurants. They can efficiently filter, review, and take necessary actions on requests.

→ Filter table booking requests based on restaurant name, request status, and validity.

→ View and manage table booking requests, including customer details and booking preferences.

→ Accept or reject requests, providing a reason for rejection if necessary.

3.4.7. Offers

Admin can view, filter, add, and manage offers efficiently.

→ View and manage offers created by merchants.

→ Filter offers based on offer code, description, added by, and validity.

➔ Add new offers, including:

    ◆ Site-specific offers

    ◆ City-specific offers

    ◆ Restaurant-specific offers

    ◆ User-specific offers

➔ Manage the status of existing offers (activate/deactivate).

3.4.8. CMS

◆ Admin can manage the cms pages content and links on the platform.

◆ Add new CMS pages, Manage CMS (Manage the content on the CMS pages such as About us, Contact us, Privacy policy, Terms & Conditions; Also, Admin can add new content pages and manage the display location via Navigation management given below.)

◆ Manage all new layout for the CMS Pages such as About Us, Contact Us, Our teams, Privacy Policy and T&Cs.

◆ Add/edit details to new CMS pages designed in coherence with the UI updates.

◆ Manage Home page banners and FAQ (Manage FAQ categories and Q&As under various FAQ categories)

◆ Manage Navigation to add links to the footer and other sections

◆ Add new favorite foods and manage favorite foods display order and details.

◆ Add new tags, manage the status, and define if the tag will be used as a filter on the restaurant listing page

3.4.9. Templates

Add new templates and manage the content of all the existing and newly added templates including email, SMS, notification, and system metadata.

3.4.10.   Blog

→ **Category Management:**
- ◆ Add new blog categories.
- ◆ Manage the status of existing categories (activate/deactivate).
- ◆ Create sub-categories and view details of existing categories.

→ **Post Management:**
- ◆ Add and update blog posts.
- ◆ Manage the status of posts (publish/unpublish).

→ **User Contributions:**
- ◆ Review and manage blog contributions submitted by users.

→ **Comment Moderation:**
- ◆ View and manage user comments on blog posts.

3.4.11.   Settings

The admin has full control over various settings on the platform, including:

→ **General Website Settings**
- ◆ Configurations – Owner's email address, country, timezone, currency, and application URLs.
- ◆ Third-Party API Keys – Manage integrations with external services.
- ◆ Social Logins – Enable/disable login via Google, Facebook, Apple, etc.
- ◆ Media Configurations – Website logo, favicon, default placeholders for restaurants & products.
- ◆ Add banner image on the buyer registration and log-in pages for branding purposes.

→ **Order & Restaurant Settings**

- Order-Related Configurations – Broadcast wait time, and cancellation time for unaccepted and unassigned orders.
- Order Cancellation & Partial Refund – Define cancellation policies and refund rules.
- Restaurant Filter Range – Set how far users can search for restaurants.
- Topping Selection – Configure whether toppings can be added once or multiple times per item.

➔ **Rewards & Commission Settings**
- Rewards Program – Enable and configure loyalty programs.
- Affiliate Settings – Manage referral and affiliate commissions.
- Admin Commission – Define commission rates for orders and merchant transactions.

➔ **Delivery Management**
- Delivery Fee & Distance Calculator – Set pricing based on distance.
- Delivery partner Commission – Configure commission for delivery personnel.
- Heatmap Settings – Enable/disable heatmaps for demand-based pricing.
- Delivery partner Registration – Manage onboarding configurations for new delivery personnel.
- Scheduled Delivery & Subscriptions – Enable or disable scheduled order functionality.

➔ **System & Maintenance Settings**
- Maintenance Mode – Enable/disable platform access during updates.
- Payment Methods – Manage the status of available payment gateways.
- Tax Management – Configure tax rates for different locations.
- **Country and Phone Codes – Manage countries, country codes, dial codes, and flags—all in one place.**

◆ Translations & Labels – Manage multilingual labels and set the default language.

◆ Location Management – Define popular cities and areas within cities.

◆ Data Cleanup – Manage system-wide data cleanup processes.

◆ App Release Version Settings – Configure and manage app version updates.

◆ Country name, code, and Dial code management at one place

➔ **Themes**

◆ Define Primary, secondary, and secondary colors and their inverse colors

3.4.12.   Manage withdrawal requests

Admin can manage all the withdrawal requests on the platform.

➔ Manage the Merchant withdrawal request and status for the request.

➔ Manage Affiliates' withdrawal requests and status for the request

➔ Manage Delivery partner withdrawal requests and the status of the request

3.4.13.   Reports

Admin can view all the statistics by viewing various reports available on the platform.

➔ View various reports showing numbers related to Sales, users, visitors, orders, sign-ups and COD Collections.

➔ Download the reports in CSV format.

➔ Filter the search result based on the Year and report type.

3.4.14.   SEO

Admin can manage the SEO-related settings on the platform.

➔ Manage Restaurant Tags

➔ SEO URLs

➔ Robots.txt

➜ Update Sitemap
➜ XML Sitemap
➜ HTML Sitemap

4. Additional Features

1. **Multi-Currency support:**
   The system can handle multiple currencies, but the platform operates using only one currency at a time, ensuring consistency in transactions.

2. **Multi-lingual support:**
   The platform accommodates multiple languages, allowing users to select their preferred language for navigating and experiencing its features.

3. **Browse & Search:**
   Users can search for restaurants based on location, dishes, and cuisines, ensuring a seamless discovery experience.

4. **Location (Geolocation):**
   The system can automatically detect the user's location or allow manual updates using Google's suggestive location list for accurate service availability.

5. **Filtering & Sorting for Restaurant Listings:**
   Users can filter restaurants by service type -Delivery, Pickup, Dine-in, Dishes, Great Offers, tags (defined by the admin), and Ratings. Sorting options include Ratings (High to Low), Nearest (default), Popularity, Minimum Order Value, and Fastest Delivery.

6. **Partial Payment:**

If a buyer's wallet balance is insufficient for an order, they can make a partial payment using their wallet and a configured payment gateway, ensuring flexibility in transactions.

5. Third-Party API Integrations

The platform integrates with various third-party APIs to enhance functionality and user experience. These include:
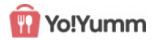
5.1. Social Logins

➔ Google
➔ Facebook
➔ Apple

5.2. Payment APIs

➔ PayPal
➔ Stripe
➔ M-Pesa
➔ Payfast
➔ Lipad
➔ Shift 4/ Finaro
➔ Altice Pay
➔ Flutterwave
➔ Adyen
➔ PayMaya
➔ Mollie

5.3. SMS Notifications

➔ Clickatell
➔ Twilio

5.4.   Others

5.4.1.   Google APIs

➔ Google Analytics v4
➔ Google Maps
◆ Maps Embed API
◆ Maps JavaScript API
◆ Places API
◆ Distance Matrix API
◆ Google Analytics Data API
◆ Geocoding API
◆ Geolocation API

5.4.2.   Newsletter

➔ Mailchimp

5.4.3.   Push Notifications

➔ Firebase (Required for Mobile Apps)
➔ Web and Mobile Push notifications

Explore our online Platform Demo

[Explore Front- end demo](#)

[Explore Admin end demo](#)

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