



# Scope doc for Whippitz

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## 1. Project Objective

As per the client's vision, Matrix Media aims to design and develop a user-friendly eCommerce mobile that enables the seamless selling of cream chargers and cylinders. The platform will provide robust features for user authentication, product search and filtering, and social media sharing. Additionally, it will offer efficient management through a comprehensive backend admin panel. The ultimate goal is to create a convenient, engaging, and secure environment for buyers to interact and transact.

Creamers aims to build a secure and easy-to-navigate eCommerce mobile app with Creamers own delivery app.

The project will consist of :

- a) Landing page (reference <https://nangaroo.com.au/>)
- b) eCommerce customer app (android and iOS).
- c) Driver App (android and iOS).
- d) Admin panel (Web based Admin).

## 2. Project Scope

Below is the scope of work –

1	UI / UX	Wireframing, Modern & Attractive Responsive Design
2	Front End Development	User-Friendly Mobile Applications
3	Back End Development	API Integrations, Web Services, Plugins, and Application Admin.
4	Database Architecture	Data Tables & Data Storage
5	QA	Testing & Quality Assurance
6	Deployment	Upload to production server, & Post-Deployment Maintenance





### 3. User Types

Here are the application user types as follows:

Types	Roles
Customers	The user is the entity who will use the mobile application to buy through the platform.
Driver App	The driver is the entity who will use the mobile app to deliver.
Admin	Super Admin is the platform owner or representative who can access the Admin Web Panel and manage the products and other data available in the front-end of the mobile apps.

### 4. Deliverables

Below is the matrix that shows the application platforms accessible to the different users:

User	Platform	Compatibility
Customers	iOS Mobile Application	OS Versions: iOS 10.0 to iOS 16.0
	Android Mobile Application	OS Versions: Android 9.0 to Android 13.0
	Front End Simple Landing Page	Chrome 110, Mozilla Firefox 110, Microsoft Edge, and Safari 15.1
Deriver App	iOS and Android	OS Versions: iOS 10.0 to iOS 16.0 OS Versions: Android 9.0 to Android 13.0
Admin Web Panel	Admin Web Panel	Chrome 110, Mozilla Firefox 110, Microsoft Edge, and Safari 15.1

### 5. Language, Currency, & Availability

The preferable languages in which the user mobile applications and landing page will be available in English while the admin panel will be in **English** only.

The preferable currency for all payments within the application will be **AUD** only.

The application access will be restricted to the Australia within a radius (to be manageable by client) region in the current phase of work.





## 6. Features and Functional Requirements

### 6.1. Key Features of the Customer Mobile Application

The high-level features of the Mobile Applications accessible to the customers are as follows.

#### 1. Mobile App Splash & Intro Screens

- a. Users launch the app and see a splash screen with branding.
- b. First-time users go through an intro tour explaining key features.
  - i. The app detects if it's the user's first launch and triggers the intro tutorial accordingly.
- c. They are prompted to sign in or continue as a guest.

#### 2. Registration & Login

- a. Users can register or log in via following methods -
  - i. Phone and OTP
  - ii. Phone Number and OTP
    1. The system verifies credentials via OAuth/OTP authentication.

#### Important Note: Customer Sign-In/Sign-Up

- **Customers will sign in or sign up using only their phone number.**
- **This step should occur just before purchase, to minimize friction.**

#### 3. User Profile & Account Management

- a. Users can set up and update their profile details, preferences, and saved addresses.
  - i. Profile preferences are used for personalized product suggestions.
- b. Profile details include information such as -
  - i. Personal details like name, address, and profile picture.
  - ii. Address and location details with pin code.
- c. Other information that user can track from the profile and account management section are -
  - i. Set Notification Preferences (SMS, Email, and Push Notifications)
  - ii. View Payment History (Filter by date range)

#### 4. Browse Products

- a. **Search Products**
  - i. Users enter keywords in the search bar.
  - ii. The system queries the product database.
  - iii. They can apply filters and sorting (price, ratings, categories, availability).
  - iv. Results are ranked based on relevance, popularity, and user preferences.
  - v. View search recommendations of trending or related products.
- b. **Product List**
  - i. Users browse the category-wise product listing page.
    1. The system fetches products from the admin panel.
    2. Pricing, and offers are displayed.
  - ii. They can toggle between grid and list views.
  - iii. Clicking on a product opens the detailed view.





c. **Product Details**

- i. Users view product images, descriptions, pricing, reviews, and seller details.
- ii. Option to add to cart, Wishlist, or share the product.
- iii. Share ratings and reviews.

5. **Cart Management**

- a. Users add items to the cart and adjust quantity, size, or item. **(Quantity selector must allow instant cart updates via plus/minus buttons, no need to refresh.)**
- b. They can apply coupons or choose a preferred delivery method.
- c. The system validates stock availability and applies discounts.
- d. Delivery will be handled outside the app, manually order status will be updated by the admin from the admin panel.

6. **Buy Product / Checkout**

- a. Users select billing & shipping addresses, and payment methods.
- b. Payment can be made apple pay.
- c. The system validates payment details and applies security checks.
- d. Order is placed in the internal system.
- e. Successful transactions trigger order confirmation notifications.

7. **Order Processing, Shipping, and Delivery**

- a. Users receive order confirmation.
- b. Admin manually take care of the delivery of the items outside the app and manually order status will be updated by the admin from the admin panel.
- c. Notifications are sent for shipped, out-for-delivery, and delivered status.

**Important Note:**

**Order Status Flow**

- **After purchase, the status shows: "We are assigning a driver."**
- **Once a driver is assigned, ETA is displayed based on the driver's real-time location.**
- **Customers can cancel their order anytime before a driver has been assigned. Once assigned, the order becomes non-cancellable through the app.**

**Loyalty Program**

- **Customers earn 1 point per eligible cylinder purchased.**
- **Once 9 cylinders are purchased, they can tap "Claim" on the loyalty progress bar to automatically add 1x free 1L cylinder to their cart.**
- **Only single-cylinder purchases count (packs of 3, 6, 12 are discounted and excluded).**
- **Progress is visually shown as a loading/progress bar, located just under the page heading.**
- **Two cylinder sizes available (both count equally toward the loyalty progress).**
- **Progress is saved to the customer's account, not session-based.**

**Delivery Radius Control**

- **Must support adjustable delivery radius (By admin).**
- **Customers outside the zone should not be able to place orders.**

8. **Order History**

- a. Users can view past purchases, reorder items, or request a refund/return.
  - i. The system stores order data and allows the user to reorder products.





- b. Order invoices are accessible.
- c. Returns/refunds are processed based on platform policies.
- d. Users can add a rating and write a review against a purchased product.

**9. Notifications**

- a. Users receive updates via push notifications, SMS, and email.
- b. Alerts include order status, discounts, Wishlist updates.
- c. A notification engine automates updates based on:
  - i. Order status (placed, shipped, delivered).
  - ii. Personalized offers & abandoned cart reminders.

**10. CMS**

- a. Users can view CMS pages such as - About Us, Terms & Conditions, Privacy Policy, FAQ, etc.
  - i. CMS content will be updated and managed from the Admin Panel.

**11. Feedback and Support**

- a. Users can fill and submit a contact form with information like message title, message description, and upload a photo (optional).
  - i. Contact forms are sent to Admin with the user contact details.
- b. View support number and email address set by Admin.

**12. Settings**

- a. **View and Edit Profile**
  - i. View profile, address book, order history, and payment methods.
  - ii. Update profile and address information.
- b. **Log Out**
  - i. Manual log out option is supported in the application.
- c. **Delete Account**
  - i. Users can choose to delete their account from the application. Deleted accounts cannot be accessed by the app user. The account will get deactivated and stay stored in the database, so that Admin can choose to re-activate an account if necessary.

**6.3. Key Features of the Driver App (android and iOS):**

**1. Job List View**

- Displays a list of available delivery jobs.
- When a driver accepts a job, it disappears from the list for other drivers.

**2. Live ETA Calculation**

- Once a job is accepted, the driver sees the customer address and ETA, calculated from the driver's current location.
- Drivers will not return to a central warehouse after each delivery; they operate from wherever they are, carrying enough stock.

**Note: The admin created the Drivers Login and access credentials.**





### 6.3. Key Features of the Admin Panel

The features that Admin can access from a web-based portal are listed below.

1. **Login**
  - a. Admin will be able to log in with the Admin Username and password authentication.
2. **Admin Dashboard**
  - a. The dashboard displays the key metrics & insights of the platform:
    - i. Total orders (pending, shipped, delivered, returned)
    - ii. Active delivery partners
    - iii. Inventory status
    - iv. Revenue & performance reports
3. **Customer Management**
  - a. View customer list; search, sort, and filter listing.
  - b. Admin can view customer details, past orders, payments, and issue refunds/replacements.
  - c. Add, edit, delete, deactivate / activate customer profiles.
4. **Product Management**
  - a. Admin can Add, Edit, or Delete Products.
  - b. Admin uploads product details, images, pricing, etc
  - c. Updated Stock levels and availability.
  - d. Track order history for all products.
5. **Order Management**
  - a. Admin can manually order status will be updated by the admin from the admin panel.
  - a. Orders are categorized as Pending, Processing, Shipped, Delivered, or Returned.
  - b. Admin can Assign Orders to Delivery Partners.
    - i. Admin assigns orders manually to delivery partners.
  - c. Admin can modify orders by updating shipping address, delivery status, or refund requests.
6. **Notifications & Alerts**
  - a. Admin can send out bulk alerts and notifications to customers and delivery partners.
  - b. Broadcast messages can be sent instantly or scheduled for later.
7. **Reports & Analytics**
  - a. Admin can generate and export Sales Reports such as -
    - i. Insights on revenue
    - ii. Top-selling products
    - iii. Order trends.
  - b. Track delivery success rates, delays, and customer ratings.
8. **CMS**
  - a. Admin can update the content of CMS Pages such as - Terms & Conditions, Privacy Policy, Help and Support, FAQs, etc.
    - i. Page Title.





- ii. Description (Content of page) / Link to web page.

#### 9. Feedback & Support

- a. View feedback forms sent by customers and delivery partners with the following information -
  - i. Type of user (Customer)
  - ii. Message Title, Description, and Photo
  - iii. Date and Time of Feedback form submission
  - iv. User name and contact details.

#### 10. Roles and Permissions

- a. Define Sub Admin roles with different levels of access and permissions.
- b. Control who can perform specific actions within the admin panel.
- c. Create sub admin users who can get restricted access to the Admin Panel based on their assigned roles.

#### 11. Change Password

- a. Admin can change their password and confirm the new password from the Admin Panel.

#### 12. Log Out

- a. Admin can manually log out of the Admin Panel.

#### 13. Live Driver Tracking

- a. Admin can see the live location of all active drivers.
- b. Required to ensure accurate ETA for customers.

#### 14. Manual Assignment

- a. Admin must be able to assign or reassign deliveries manually to drivers if needed.

#### 15. Radius Management for the app and delivery.

- a. Must support adjustable delivery radius.
- b. Customers outside the zone should not be able to place orders.

## 7. Assumptions

- The Mobile Applications, Driver App, Landing Page Website, and Admin Panel will be developed and made available in **English** only.
- The mobile application for users will be available in Android and iOS.
  - The app will support portrait view in both Android and iOS.
  - The supported OS versions will be Android 10.0 to Android 16.0, and iOS 9.0 to iOS 18.0.
- The Admin Panel will be made compatible with the browsers - Chrome 110, Mozilla Firefox 110, Microsoft Edge, and Safari 15.0
- The application will operate in online mode only, no offline support.
- The project will not follow a SAAS architecture.
- Logo to be provided by client.
- We will provide 2 versions of the mobile app main screen, with 2/3 revisions on the selected one.
- Any paid images used in the mobile applications and website will be provided by the client.
- Estimates may change during the requirement analysis phase if the requirements are found to be substantially deviating from the initial understanding/scope provided during the RFP stage.





- Server/Hardware Hosting Service will be provided by the client.
- Any type of third-party API / Service that may need to be integrated into the project should be purchased by the client. Matrix Media will only integrate the same in the project as described in the scope.
- All the business rules and necessary documents, information, and support will be available from the client whenever required.
- Content or Data population/migration (if any) is not included in the scope.
- There is no map or ads integration in the platform.
- Any additional request made by the client in the later stage and the following is not in the scope will be treated as Change Request. Separate estimation will be provided for the same.
- The estimation has been done based on the above-stated assumptions and functionalities detailed in this document.
- Digital Marketing is not part of the scope of this project.
- The client will provide the following for the development and publishing of the mobile applications, website, and admin panel –
  - Google Account (for publishing the Android app)
  - Apple Account (for publishing the iOS app)
  - Server and Domain (for hosting)
  - API for any Third-Party Integrations such as - Firebase (for Push Notifications), SMS Gateway, API from Amazon, Payment Gateway, etc.
  - Static content to be shown in mobile applications, and websites.

## 8. Tech Stack

Matrix Media will choose the technology stack from the below-mentioned list for the development of the application.

Technology Tier	Language / Entails
UI & UX	Figma, HTML
Mobile Application Development (Android + iOS)	Native or React Native based on the budget of the client.
API, & Application Admin Development	WordPress/Shopify or Best Technology which suits the requirement.
Database	MySQL / MongoDB
QA	Manual Testing





The deliverables will include:

- **Mobile Application:** Mobile applications in iOS & Android for buyers and sellers.
- **Web Admin:** Web-based Admin Panel for Super Admin.
- **Implementation of Test Cases.** Every test is specified by a document setting out the conditions of implementation, test inputs and expected results. Each test case will have its associated test procedure with instructions for performing the test and depending on the type of test this procedure should be expressed as a web test.
- **Installation Manual.** This document provides the necessary instructions for installing the product.
- **Support Material for End Users.** This document contains instructions for using the product according to different user profiles.
- **The Source Code of the Solution.** This will be submitted in draft or final solution form.
- **Product.** The file of the solution will be packaged using the appropriate mechanisms to facilitate their installation.
- **Training.** General Training Plan for will be provided by **Matrix Media**.

## A. WHY MATRIX MEDIA

Matrix Media brings high levels of experience, technological proficiency, timely delivery, pre and post implementation support along with fine attention to details. As web innovation specialists, we understand that a project has practically unlimited potential for growth. Rest assured, we factor all these points in as work progresses so that the end product is not bound by limitations and open to achieve its growth potential. Few Matrix Media advantages listed below to help you decide better:



**Timely Deliveries**  
On time deliveries, Always that's what we strive for and achieve.



**The Right Team Advantage**  
Thoroughly screened high level resources works on your projects to ensure a quality end product.



**Consulting & Planning Assistance**  
We ensure that our Business Analysts & Project Managers are readily available through out the planning of your project.



**Add-on Support Period**  
All projects come with a predefined free support period. We are always there to assist you.

Over the years, Matrix Media have earned a reputation for delivering what was proposed. 19+ Years in the Industry and with over 2000 projects successfully delivered we do have the credentials which our high ratings in most platforms will support.






## B. MATRIX MEDIA PROFILE


- **21+ years of Handling 3500+** Customized Software Development projects from clients across **30+ countries** all over the globe.
- Work Experience in **handling Mobile Apps of diverse organizations** across various sectors.
- **Dedicated and Dynamic team** capable of handling multiple types of App in any given situation.
- **Dedicated Research teams** for collecting and analyzing client's requirements as per changes in the norms of software algorithms to reach maximum efficiency.
- **Graphic designers** specialized in creating visually appealing looks and unique international standard designs that are proven to professional standards.

## C. REVIEW & RECOGNITION









In 2022 the **Business Fame** recognises Matrix Media Solutions as the **Most Admired Companies To Watch**.

In 2023, **Great Place To Work** certified Matrix Media Solutions. A Good work environment brings the best out of our team ensuring success to the projects we are associated and our clients.



Rated highly on all major platforms through multiple reviews we hold on to the trust of our clients .



## D. CONCLUSION

Matrix Media brings high levels of experience, technological proficiency, pre and post implementation support and timely deliveries along with fine attention to detail.

As a one-stop web and Software service provider, we take care of all the factors so that you can focus on what's most important to your business – your bottom line.





With our experience of scores of similar jobs, we can give you the added advantage of all the skills we have acquired while developing the solutions.

Looking forward to working with you.

**Thanks & Regards,**



**Matrix Media Solutions (P) Ltd.**

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