ZEROBSTACLE TECHNOLOGIES

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DELIVERY APP WITH PRODUCT ORDERING & MULTI-SERVICES APP (ALL-IN-ONE)

Development Proposal

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Goals/Expectations

The proposed development of **Delivery App with Product Ordering and Multi-services (ALL-IN-ONE)** by ZEROBSTACLE Technologies would serve the client's goal of having their own Mobile App available for public use. The development of this APP would also serve the client of having mobile app-based business model by means of modern technology business transactions. This Project would be a collaborative effort between ZEROBSTACLE IT SERVICES (First Party) and

_____

(Second Party) with numerous benefits to both parties.

PROJECT OVERVIEW

This project will provide Service Solutions by creating a system where service provider and consumer can interact digitally and complete a location-based transaction. This project will consist of three (3) individual mobile apps and a single web-based app for System Admin.

- **Client App** – a mobile app software where the users can explore a variety of products, with delivery and pickup options for orders. Users can download this app via Google Play.
- **Rider App** – a mobile app software that allows Rider app users to manage and view orders assigned to them. It also provides advantage for app users on navigation for their transactions. This app will be distributed via telegram or other means of digital transfer to ensure the security of the driver service.
- **Merchant App** – a mobile app software used by the store manager or owner to manage their store/merchant account. They can manage orders and transactions within the app, set their product availability/delivery availability to be visible on their customers end (client app), and assign drivers for delivery.
- **Web Admin** – a web application that handles the management of all connected apps. It is intended to be used by the owner or manager of the apps. The admin is in control of the users, drivers, merchants, transactions, payments, and other feature of the app.



Features

Each Platforms has different features but they are all connected in one main system.

CLIENT APP:

1. Registration – public users need to register before using this app.

2. Profile – users can update their profile, change password, view privacy policy, share the app in other platforms, rate the in Google Play, and logout.

3. Chat – users have the ability to exchange conversation with the service Provider.

4. Orders – user view a list of previous orders and its status.

5. E-Wallet System – users can TOP-UP any amount to their account and use this to pay the services within the app. Currently PAYPAL is the only integrated 3rd party payment gateway. The admin has a manual TOP-UP function to cater those who will pay directly to the management.

6. Discount – app users will have a 5% discount for any transaction paid using E-wallet.

7. Ride Hailing Services – users can request for a ride service based on desired pick-up point and drop point. The calculation of the fee is based on the rate on the nearby available service provider. User can only hire those services within a radius limit set by the ADMIN. Users then view the transaction details and view a live moving location of the provider.

8. Same day Delivery – users can send any items to a nearby courier provider within the radius limit set by the admin. Delivery fee will be calculated base on the fare rate of the selected vehicle type (two wheels, four wheels, truck, and more). Currently, upon request, the nearby driver with the selected vehicle type will be automatically assigned to this transaction and a notification will be sent to the driver.



9. Store Ordering – nearby stores associated with this app will be visible on the user's app within the radius limit set by the ADMIN. Stores can be sort by Categories and distance to the current user. Customer can only take order on a single store and will be delivered by a single rider. Submitting the selected products to "ORDER" will require an available driver within the radius limit from the location of the STORE.

10. Feedback /Review – customers are required to rate the performance of the service provider and an optional review note can be submitted. The user cannot proceed to a new transaction until the Feedback is complete.

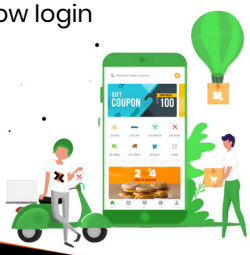
11. News – app users are always updated of latest news provided by the management on ADMIN Web Platform.

12. Slides – Banner slides visible on the main page of the app. This banner images can be Promotional images, Ads, or Infographics of the app. These images are provided by the management using the ADMIN Web Platform.

13. Geofence Limit – the user is only allowed to pick a location point on some areas provided by the admin. This will act as a restriction area on the map. Users can't request any transaction outside the available areas.

DRIVER APP:

1. Registration – drivers can only register using this driver app distributed by any means but it is not suggested to upload on Google Play for exclusive purposes. Drivers will select the vehicle type to enroll in this system. Registration will base on PHONE NUMBER. Only one number allowed for a certain vehicle and driver. Driver and vehicle are a match on a single account. Driver is not allowed to use different vehicle that is not registered on his/her account. Driver must provide Drivers License, Actual vehicle to be used, Whole Body Picture (Digital). After successful registration, driver needs to wait until the registration request is approved by the admin. A password will be provided by the ADMIN once the approval is complete. The driver can now login using his/her phone number and the password provided by the ADMIN.



2. Switch – the driver has the option to switch from "in-active" to "active" driver. Once the driver is active, he/she can receive automatically any nearby transactions (ride, deliver and order). Switch to "in-active" if the driver wishes to not receive any transactions.

3. Cash Limit – the driver needs to set cash value for ordering purposes. If the customer ordered food or products to a certain store, the driver will buy these products for the original value the store indicated (not the app value) so therefore the driver must have a reserve fund to buy orders.

4. Ride – when active, driver will receive notification for new ride and this transaction will appear on his/app main page. Details of the ride will be shown and a button for the pick-up point navigation is available. After the driver arrive at the pick-up point, he/she can chat or call the customer to be picked-up. When the passenger is on board, driver must tap the "start" button to update the transaction. The driver can now tap the "go to drop point" button for navigation. If the transaction payment is in e-wallet, the driver can proceed to finish. If the transaction is in CASH bases, the driver must collect the amount indicated in the transaction details. Upon arriving on the target location and receiving the payment, the driver must tap the "finish" button to end the current transaction. Successful transactions will automatically deduct the 20% of the total payment to drivers e-wallet. If the transaction payment is via e-wallet of the customer, the driver will receive 80% of the total payment to their e-wallet.

5. Deliver - when active, driver will receive notification for new delivery and this transaction will appear on his/app main page. Details of the delivery will be shown and a button for the pick-up point navigation is available. After the driver arrive at the pick-up point, he/she can chat or call the customer to picked-up the items to be delivered. When the items are on board, driver needs to claim the payment if the transaction is via cash (for non-COD). The driver can now tap the "go to drop point"



button for navigation. Upon arriving on the target location and receiving the payment (if COD), the driver must tap the "finish" button to end the current transaction. Successful transactions will automatically deduct the 20% of the total payment to drivers e-wallet. If the transaction payment is via e-wallet of the customer, the driver will receive 80% of the total payment to their e-wallet.

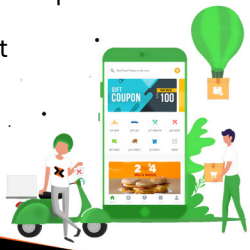
6. Order - when active, driver will receive notification for new ORDER and this transaction will appear on his/app main page. Details of the ORDER will be shown and a button for the pick-up point navigation is available. The driver can now chat or call the STORE manager to prepare the ORDERED ITEMS/PRODUCTS to save time of transaction. The driver must prepare the amount indicated to pay the store. Upon arriving to the store, the driver must verify the items of the ORDER while accepting them to be delivered. The driver will receive a VERIFICATION CODE from the store manager to start the delivery. The driver needs to pay the amount required by the store and not the indicated value in the app (this is because many stores prefer to receive the exact standard amount). After successful input of the verification code, the driver can now navigate to the delivery point. Upon arriving to the delivery point, the driver must receive the total payment indicated in the app (IF CASH). Successful transactions will automatically deduct the 10% of the total payment to drivers e-wallet. If the transaction payment is via e-wallet of the customer, the driver will receive 90% of the total payment to their e-wallet.

7. E-wallet – drivers must maintain a value indicated by the ADMIN and be able to receive transactions and orders. Initially, drivers will load their account manually by the management or user debit/credit card on PAYPAL. It is preferred to advance load to prevent hustle while using the app.

8. Transaction History – a list of transactions to preview back details.

9. Chat – a list of conversation history available. Every conversation is automatically deleted once the transaction is completed.

10. Payout Request – driver can request a payout amount providing bank details.



MERCHANT APP:

1. Registration - merchants can only register using this merchant app distributed by any means but it is not suggested to upload on Google Play for exclusive purposes. Registration will base on PHONE NUMBER. Only one number allowed for a certain STORE. Merchants must provide Valid ID, Store Details, Store Location, and Store Banner Image (Digital). After successful registration, merchant needs to wait until the registration request is approved by the admin. A password will be provided by the ADMIN once the approval is complete. The merchant can now login using his/her phone number and the password provided by the ADMIN.

2. Category – the user must create product category first before adding products.

3. Products/Menu – the user can add a product/menu by selecting the category to add in. The user will input the original price and it will automatically be adjusted with additional 12% of its price. This 12% is the mark-up value of the management.

4. Promo – any product that is activated as a promo product will be highlighted on the customers app the store will have a "promo" tag visible to customers.

5. Stocks – any product that are de-activated will be added to out-of-stock list.

6. Chat – list of conversation to drivers and customers. Conversations are automatically deleted after a successful transaction.

7. History – a list of previous orders to view details.

8. Ordering – the store manager/merchant will receive notification about any order and these orders will be displayed at the main page of the app. A list of new and pending orders will be shown. Merchant must prepare the orders before the driver arrives.



When the driver arrived the store, the merchant will turn-over the prepared items/products ordered by the customer. Each order has verification code, the merchant needs to give the verification code to the driver to complete "driver-merchant" transaction.

ADMIN WEB APP:

1. Admin Account – the admin account will be given when the web app is ready.

2. Dashboard – displays the statistics of the system. Numbers, graphs and data of the following:

a. Total Transaction
b. Total Transaction Value
c. Total Users
d. Total Drivers
e. Monthly Transaction of Drivers (graph)
f. Monthly Transaction of Merchants (graph)
g. Latest Transaction List per Services

3. Transaction – a data table of all transactions with the following details:

a. Customer
b. Driver
c. Service
d. Pick-up
e. Destination
f. Price
g. Payment Method
h. Status
i. Actions (view/delete)

4. Finance – a financial details module with 3 pages.

a. Wallet – financial statistics and financial records with the following details:

i. Current app revenue
ii. Current wallet amount
iii. Current discount spent
iv. Current Top-up amount
v. Current withdraw amount
vi. Current Transaction amount
vii. All wallet entries
viii. All Top-up entries
ix. All withdrawal entries
x. All transaction entries



5. Drivers – a driver management module with 3 pages.

a. Drivers – a list of driver entries with the following functions:

i. Show all drivers
ii. Show all Active drivers
iii. Show all Non-Active Drivers
iv. Show all suspended drivers
v. View Driver Details
vi. Block Driver
vii. Delete Driver

b. New Registration Drivers – a list of new driver entries that needs attention. These driver accounts are pending and cannot be used until accepted by the admin. The admin needs to set a password first before accepting the driver account.

c. Tracking Drivers – A map page where all drivers are viewed LIVE. Current active transactions are displayed. Driver are indicated if active or non-active. Each driver has a map marker and click these markers to view the driver name.

6. Users – a customer management module where the admin can:

a. View All User Accounts
b. View All Blocked Accounts
c. View Each Account
d. Block User
e. Delete User
f. Add new User

7. Merchants – a merchant management module with 3 pages.

a. Merchant Category – Adding and viewing of Categories per merchant services with the following details:

i. Category name
ii. Parent Service
iii. Status (active/in-active)
iv. Actions (Edit/delete)

b. All Merchant – a list of entries of Partner Merchants with some functions:

i. All entries
ii. All Active Partners
iii. All Suspended Partners
iv. View Merchant
v. Block Merchant
vi. Delete Merchant

c. New Registered Merchants – a list of new merchant entries that needs attention. These merchant accounts are pending and cannot be used until accepted by the admin. The admin needs to set a password first before accepting the merchant account.

8. Services – a settings page to update the computation of the services. The following values can be set:

a. Service Name
b. Per unit Price
c. Discount value for e-wallet users



d. Unit used
e. Admin Share (the deducted amount per transaction) (20% by default)
f. Range (the radius limit to show nearby services)
g. Minimum Wallet (the required wallet amount per driver/ merchant to be activated)
h. Status (active service or in-active)
i. Edit Service Details

9. Geofence – admin can create a region of available areas where transactions can be made. By default, all areas are restricted. Admin can:

a. Create geofence (draw map area where transactions is available)
b. View geofence
c. Edit geofence
d. Delete geofence
e. Dis-able or enable geofence

10. Shipping Services – a list of vehicle types used for riding and delivery services. Functions are:

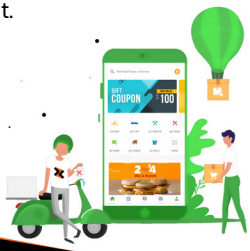
a. Add New Job – Create a vehicle category by:
i. selecting from (2,4,6,8,10,16) wheels
ii. set flat rate
iii. set base rate
iv. set kilometer rate
v. upload vehicle photo
vi. set vehicle name
vii. set description
b. View Ride Types – a list of wheel count with number of registered vehicle category and registered driver.

11. Slider – a module where the admin can upload an image banner to be shown at the users' app main page. This serves as Ads Panel and promotional images. Functions:

a. Add Promo Slider – upload any horizontal image , assign expiration date, select type (Service/ Link), select service (if service), set Link (if Link), set status (active/inactive)
b. View Promo Slider – Image, Expiration date, type, Service, Link, status, edit and delete.

12. News – a module to compose news article with categories for the app users to view. Functions are:

a. Add News Category
b. View All Category
c. Create News – Upload image banner, set title, set category, set status (active/inactive), compose content.
d. View News Article
e. Edit News
f. Delete News



13. Send Email – A module where the admin can send email to USERS, DRIVERS, MERCHANTS and OTHERS.

14. App Notification – A module where the admin can compose and send notification to the USERS, DRIVERS, MERCHANTS and ALL the above mentioned.

15. App Settings – a settings page where the admin can update the app contents. Details to be updated:

a. App email
b. App contact
c. App Website
d. Privacy Policy
e. About Us
f. App Address
g. Google Link
h. App Currency
i. Email Templates
j. Paypal Account

16. Admin Profile – Update admin name, password and profile picture.



Development Process

The next process after the agreement of both parties on this proposal are the following:

- Identify a BRAND Name, Logo, Theme, Slogan, and Domain Name (PHASE 1)
- Acquire and subscribe to Cloud Hosting/Server, Domain Name, Google Map API and other required preparation needed. (PHASE 2)
- Produce Graphic designs and Custom App Design based on **App THEME.** (PHASE 3)
- Install and Set-up Web App on the Private Cloud Server/Hosting with HTTPS for security. (PHASE 4)
- Build Android APK with custom /theme-based design for **CUSTOMER APP** and connect to the cloud server. (PHASE 5)
- Build Android APK with custom /theme-based design for **DRIVER APP** and connect to the cloud server. (PHASE 6)
- Build Android APK with custom /theme-based design for **MERCHANT APP** and connect to the cloud server. (PHASE 7)
- Test and Debug All features of Android **CUSTOMER APP, DRIVER APP and MERCHANT APP.** (PHASE 8)
- Submit Android APK to Google Play Store for **APPROVAL** and Roll-out to Production. (PHASE 9)
- Create Advertisement banner for posting. (PHASE 10)
- Create a Promotional Video for the App. (PHASE 11)
- Create Video Tutorials / How to / Manuals. (PHASE 12)
- IT Support, Debugging/ Upgrade and Version Update. (PHASE 13)



Costing

Some items cost depends on capacity and limits. Below is defined costing per product item:

Item No.	Item Name	Phase	Description	Cost	Payable
1	Cloud Server/ Hosting	2	1-year Hosting for 200k+ users (38,000). For 80k-200k users (30,000). For 20k-80k users (15,000). For 0-20k users (8,000)	8,000	8,000
2	Domain Name	2	1-year Domain + SSL for security	2,500	2,500
3	Google API's	2	Bill depends on actual app usage per month. Estimate cost only.	0	0
4	Graphic Designs	3	Design for app and App/Play Store Placement	3,000	3,000
5	Build Web App	4	Source Code, Set-up and Installation, HTTPS Installation, Database installation.	39,000	39,000
6	Build Android APK	5,6,7,8	Source Code, APK Build Up, Package Set-up, API connection and set-up.	93,500	93,500
7	Play Store Registration	9	Google Play Store Registration Fee	2,000	2,000
8	Play Store Placement	9	Submit APP to Play Store. 2 hours	500/ hour	1,000
12	Digital **(IMAGE)** Advertisement	10,11	10 designs	100/ design	1,000
13	Video Tutorials/ Manuals	12	Video tuts for each feature.	free	0
14	IT Support and Upgrade	13	Free 2 months Support. Monthly subscription. 5,000 (0-3k users) :: 8,000 (3k-10k users) :: 12,000 (10k-30k users) :: 20,000 (30k-100k users) :: 50,000 (100k+ users)	subs	0
Total					**150,000**

Note: COST is the target payables but not an immediate amount to be paid. PAYABLE is the amount required for the development of the PROJECT.



Billing

The SECOND PARTY agrees to start the APP development for the amount of 150,000Php for a one-time payment fee.

Any additional feature not included in this proposal will be subjected to system upgrades and separate payment.

Domain name, Hosting and Google Play Placement are limited only for 1 year. Renewal will be initiated by the second party.

Payment & Duration

The FIRST PARTY will start the development after **PHASE 1** is completed and a down payment package ____ has been received.

Package Name	Amount in (%) of selected Billing Package	Duration (weeks)
Down Pay Package A	50% down, 50% after successful Play/App store Placement	3
Down Payment Package B	75% down, 25% after successful Play/App store Placement	2
Down Payment Package C	100% (Full Payment)	1

If the FIRST PARTY fails to complete the Project within the target date, a free week for each delayed day will be provided of free IT support.

Limitation

The project will be limited to ANDROID PLATFORM for the meantime while the first party does not yet produce the IOS version of the apps.

Expected Outcome

The first party shall provide a fully functional WEB APP and MOBILE APPS on the agreed schedule starting from the payment day up to target duration. However, (app/play) store placement may not be expected on schedule given that the approving authority is not covered on this agreement specially this pandemic.

Note: *Google and Apple have different and lots of rules and requirements. Being rejected on their Platform is possible in many ways. If rejected, appropriate action must be applied and re-submit the app.*



Property and Ownership

The WEB APP and MOBILE APPS Produced will be owned by the second party. The second party shall own all revenue of the app. The first party has full rights to the source code and no other party or programmer shall handle and work on the source code except the said first party.

Security and Privacy

All parties agreed that **no personal data shall be shared** nor transmitted by any means to other party not mentioned in this agreement. The first party shall not share the personal information of the first party to other clients at all cost. The first party is allowed to promote this APP to other clients with the permission of the second party.

