
Food Order Application

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Introduction

This/her document cover the understanding of Project “Food Order App” based on requirement gathered from the client.

Assumptions

His/her understanding document is created based on our discussion with any User will see nearby Restaurant and Their Menus after that user will select Food that he/she want to order and pay by payment gateway or user can select COD for Food

Project Scope

User will register into the account. After that user will order food that, he/she want to eat and Pay that amount online or by COD

We are assuming the flow of his/her app as:

- ➔ There is All panel (Assumed according to the app) namely; User Panel (Mobile Application iOS and Android), Restaurant Panel (Mobile Application iOS and Android) , Delivery Boy Panel (Mobile Application iOS and Android) and Admin (Website)

Workflow for this/her mobile is explained below: (User Panel)

Step 1 – Download the application from Play store / App Store

Step 2 – Install the application in their device

Step 3 – Splash Screen:-

Once the application is installed, then User can view splash screen with the name of the app & logo after that User will proceed

Step 4 – Search:-

User will have an option to enter location like,

1. Manually

User will have an option to change location. User can view restaurants based on location.

2. Location will Be Auto-Detect

Step 5 – Food:-

➤ **Restaurants List and Details:-**

After entering location user can view various restaurants, list and details like,

- Restaurant Name
- Restaurants Image
- Address
- Offer
- Minimum Order
- Delivery Charge
- Menu
- Information
- About
- Opening Hour /Day(button will indicate whether the restaurant is open/close)
- Location (Google map)
- Rating and reviews (view/give)
- Spatiality

➤ **Menu:-**

➤ **Food Category:-**

User can view/select Food category such as,

- Breakfast
- Lunch
- Snack
- Dinner

➤ **Food Sub-Category:-**

User will view/select the Sub categories of the Food:

➤ **Food List:-**

User will view/select various Food list:

➤ **Food Details:-**

User can view food details.

- Food Name & Image Of food
- Food Category, Sub-Category, Sub-Sub-Category
- Quantity (Select)
- Variation (Select)
- Offer & Discount
- Food Information
- Others Details (Client Provide)
- Food Information
- User can add to cart.

➤ **Cart:-**

When user will place an order then only user needs to sign up/sign-in into the app, otherwise not.

- User can add the item into their cart and can view the various details into the cart:
 - Order Name
 - Image
 - Price
 - Offers
 - Discount Price
 - Sub Total
 - Some other details (client provide)
 - Use Loyalty Points
 - Food Information

User will have a option to increase/decrees the Quantity and Edit the cart item and pay (select payment method).

- User will have various option to use such as,
- Delivery Charge
- Take a Way
- Delivery

User needs to pay the delivery charge according to the distance(in kms).And this delivery charge will be added to the subtotal. Proceeding to checkout, User will need to enter delivery address and billing address.(Auto detect)

Step 6 – Registration:-

➤ Sign Up:-

When user will place an order then only user needs to sign up/sign-in into the app, otherwise not.

For signing up, User need to enter the following details:(all field are mandatory)

- First Name
- Last Name
- Email ID
- DOB
- Mobile Number (according to country code) (Suggested optional)
- Create Password (mandatory)
- Confirm Password (mandatory)
- *After entering the following details and accepting terms and conditions, User can proceed.
- User will have an option to skip sign up.

➤ Verification

- User will verify his mobile number by Auto Detect the OTP by the received on his mobile Number he entered at the Time of Registration.

➤ Sign In:-

- User will Sign In with the following details:
 1. Mobile Number /Email ID
 2. Password

➤ **Password Recovery:-**

User can reset his/her Password they will enter his/her Mobile number after entering his/her Mobile number he will receive an OTP on his/her Mobile Number after that he will proceed User can request for the Another OTP as well

➤ **Social Media login/signup:-**

User can Sign In/Sign Up with their social Media account Facebook & Google Plus.

Step 7: Order:-

➤ **On-Going Orders :-**

User will be able to view the Ongoing Orders/ custom order & Its details.:

- Order ID
- Order Image
- Order Name
- Cuisines
- Sub Total
- Address
- Some other details (client provide)
- Category, sub-category, sub-sub category
- Restaurant Details
- User Name (some more details)
- Phone Number
- Address
- Price
- Payment Method
- Delivery Method
- Other Details (client provide)

➤ **Track Order/ custom order :-**

- User can Track the Order and can view the status of the order:
- Once the order is placed user can view progress via status updates
- Order statuses are as followed
 - Order Received (Email order confirmation)

- Accepted (Email notification with orders details and Restaurant phone number)
- Cooking/Product
- Ready for collection
- On-route (email and text notification to User with Rider's number and approximate ETA)
- Delivered
- ***For order that are not completed or cancelled user can view the order on map (live tracking)***
- *** User will receive a remark that the food is prepared within 10 mins, 20 mins and ready for pickup.

➤ **Past Order:-**

User can view the Past order/ custom order and their details:

- Order ID
- Order Image
- Order Name
- Cuisines
- Sub Total
- Address
- Some other details (client provide)
- Category, sub-category, sub-sub category
- Restaurant Details
- User Name (some more details)
- Phone Number
- Address
- Price
- Payment Method
- Delivery Method
- Other Details (client provide)
- User will have a ability to "re-order" with a single click (taken to cart directly)

➤ **Cancel Order :-**

User can cancel the orders/custom order & view the details:

- Order ID
- Order Image
- Order Name

- Cuisines
- Sub Total
- Address
- Some other details (client provide)
- Category, sub-category, sub-sub category
- Restaurant Details
- User Name (some more details)
- Phone Number
- 12.. Address
- Price
- Payment Method
- Delivery Method
- Other Details (client provide)

**User is able to cancel the order until the Restaurants accept order. User is then given a full refund (if paid online but not for cash payment) .
If the status is "Accepted" then user can request cancellation from the restaurants. If successful, a full refund is issued (if paid online I,e not cash payment)**

Step 8: Custom Order:-

User can custom order enter various details like,

1. Order Description
2. User details
3. Delivery Charge (based on order and distance)

Step 9:- Communicate:-

- User will have an option to one-to-one chat and via call with Restaurants and admin. (Suggested)
- And for the delivery (once order is confirmed), there must be auto sms update and status of the order from ordering, delivery to status of delivery and expected arrival time

Step 10:- Payment gateway:-

User will pay to food pay, Payment Gateway will be Integrated for the Payments.
Following modes of payment will be there:

- Credit Card
- Debit Card
- User will have an option to select COD.

Step 11:- Notification:-

➤ **In App Notification:-**

- User will receive Notification of services:-
- User will receive Notification of order confirmation, order rejection
- New Update

➤ **Push Notification:-**

User will Enable Push-Notification services.

Step 12:- Settings:-

➤ **Account Settings:-**

User can View/Update their profile and change password

➤ **App Settings:-**

User will View/Manage the following:

- Terms and Conditions
- FAQ
- Privacy Policy
- Legal
- About Us
- Log Out

Workflow for his/her mobile is explained below: (Restaurant Panel)

Step 1 – Download the application from Play store / Pasture

Step 2 – Install the application in their device

Step 3 – Splash Screen:-

Once the application is installed, then User can view splash screen with the name of the app & logo after that Restaurant will proceed

Step 4 – Registration:

➤ **Sign Up:-**

For signing up, Restaurants User need to enter the following details:(all field are mandatory)

- Restaurants Name
- Restaurants Image
- Email ID
- Restaurants Owner Name
- Mobile Number (according to country code) (Suggested optional)
- Address
- Owner Name
- Owner Image
- Create Password (mandatory)
- Confirm Password (mandatory)
- *After entering the following details and accepting terms and conditions, Restaurants User can proceed.
Admin will verify restaurants owner account.

➤ **Verification**

- Verification link will be mailed to registered email.

➤ **Sign In:-**

Following fields need to be filled:

- Email Id

- Password

➤ **Password Recovery:-**

Restaurant can reset his password by entering details like,

- Registered Email Id
- Verification link will be mailed.
- After that user will enter these details,
- Password
- Re-Type Password

➤ **Profile Creation:-**

Restaurant can view/Update their profile:

- Restaurants Name
- Restaurants Image
- Email ID
- Restaurants Owner Name
- Mobile Number (according to country code) (Suggested optional)
- Address
- Owner Name
- Owner Image
- Gender
- DOB

Step 5: Restaurant Details:-

Restaurant can add/edit/delete some Restaurant's list & details such as,

- Restaurant name
- Restaurants Image
- Restaurants Logo
- 2. Country (Location)
- Avg Time
- Minimum Order
- Delivery Fee
- Pay By (Cash, Online Payment)
- Availability/Status (open/close)
- Municipality Tax
- Rating & Reviews (see) (set Privacy)
- Offer

- Menu`
- Information
- About
- Opening Hour /Day(Delivery and Collection Opening and closing hours)
- Location (Google map)
- Spatiality
- GSTIN
- Add Signature,
- Default Shipping Days (select days)
- Delivery Area (national, with in state, within city, your area 0-30km)

Step 6:- Food Management:-

➤ **Menu:-**

➤ **Food Category:-**

Restaurant can add/edit/delete some Menu category such as,

- Breakfast
- Lunch
- Snack
- Dinner

➤ **Food Sub-Category:-**

Restaurant can add/edit/delete Sub categories of the Food

➤ **Food List:-**

Restaurant can add/edit/delete various Food list

➤ **Food Details:-**

Restaurant can add/edit/delete food details.

- Food Name & Image Of food
- Food Category, Sub-Category, Sub-Sub-Category
- Quantity (Select)
- Variation (Select)
- Offer & Discount
- Food Information

- Others Details (Client Provide)
- Price

Step 7:- Offer Management:-

Restaurant will add/ edit/ delete and view offers and its details based on weekdays such as-

- Offer Title
- Offer Description
- Offer Discount
- Minimum Order (Price)
- Offer Validity(From to Time)
- End Time

And activate / deactivate the offers.

Step 8:- Order:-

➤ Orders Request:-

Restaurant will receive Order request from the user, he will view the following details:

- User Name (some more details)
- Order Name
- Order Image
- Phone Number
- Address
- Price
- Some other details (client provide)
- Order ID
- Payment Method
- Delivery Method
- Restaurant Details

Restaurant can cancel/accept the request as well.

Restaurant will have an option for delivery boy/user to alert them that the order will be prepared within 10 mins, 20 mins and ready for pickup.

➤ Active Orders:-

Restaurant can view and manage active orders and their details as:-

User Name (some more details)

- Order Name
- 3.Order Image
- Phone Number
- Address
- Price
- Order ID
- Payment Method
- Delivery Method
- Restaurant Details
- And Restaurant can also view that the order is
 - Delivered
 - On its way
 - Cancelled

➤ **Track Order:-**

Restaurant can track the Order; Standard order tracking management will be there.

- *New orders
- *Accepted Orders
- *Cooking/Product
- *Ready for collection
- *On-route
- *Completed
- *Cancelled / Rejected
- Live Track
- Restaurant can add/edit/delete order delivery/ status time as:-
 - 10 minutes
 - 20 minutes etc.

➤ **Past Order:**

Restaurant will view/remove the Order history & their details:

- User Name (some more details)
- Order Name
- Order Image
- Phone Number
- Address

- Price
- Some other details (client provide)
- Order ID
- Payment Method
- Delivery Method

➤ **Cancel Order:**

Restaurant will view/remove the cancel order details:

- User Name (some more details)
- Order Name
- Order Image
- Phone Number
- Address
- Price
- Some other details (client provide)
- Order ID
- Payment Method
- Delivery Method

Step 9:- Communicate:-

Restaurant will have an option to communicate with ,admin, User

Step 10:- Revenue:-

Payment Gateway will be integrated for receiving the Payments after admin will detect the commission.

Restaurant will see the details of the Customer who is Payment will be refund to E-wallet with their details:

- Name of the Customer
- Total Amount
- Item Name
- Item ID
- Discounts/Offers(If any)

Step 11:- Alert-

When Restaurant will receive any order, then the alert will ring till then the Restaurant will not turn off the button.

Step 12:- Notification:-

➤ **In App Notification:-**

- Restaurant will receive Notification of services:-
- New Request of Order, order successfully delivered.
- New Update

➤ **Push Notification:-**

Restaurant will Enable Push-Notification services

Step 13:- Settings:-

➤ **Account Settings:-**

Restaurant can View/Update their profile and change password

➤ **App Settings:-**

Restaurant will View/Manage the following:

- Terms and Conditions
- FAQ
- Privacy Policy
- Legal
- About Us
- Log Out

Workflow for his/her mobile is explained below: (Delivery Boy/Agent Panel)

Step 1 – Download the application from Play store / App Store

Step 2 – Install the application in their device

Step 3 –Splash Screen:-

Splash Screen with the Name of the App & Logo after that Delivery will Proceed.

Step 4 – Registration:-

1.1. Sign Up :-

As a Delivery Boy And As a Agent (Agent only receive custom order request)

Driver will Sign Up with the following details (All fields are Mandatory):

1. Mobile Number
2. Name of Driver
3. Email ID
4. Tank Number / vehicle number
5. ID Proof
6. Create Password
7. Confirm Password

By Accepting Terms & Condition Driver will Proceed.

1.2. Verification :-

Driver will Receive an OTP Verification Code(4 Digits) on his Mobile Number which he has Enter at the Time of Sign Up.

User will enter the Code Manually if he doesn't get the Code then he will request the code again.

1.3. Sign In :-

Driver will Sign In with the following details:

1. Email ID/Mobile Number
2. Password

1.4. Password Recovery:-

- Driver will Receive an OTP Verification Code(4 Digits) on his Mobile Number which he has Enter in the app. After entering the driver can reset and create new password.

1.5. Profile Creation :-

- Driver will upload the details of his Profile:
 1. Upload Image

- 2. Driver should Upload his Driving license ,other document
- it will take 24 hours and it will be automatically verified.
- 3. Mobile Number
- 4. Name of Driver
- 5. Vehicle Type
- 6. Plate Number
- 7. Bank Name
- 8. Bank Account Number
- 9. Bank Account Holder Name
- 10. Email ID.
- 11. ID Proof

Step 5 – Start Job:- Delivery Boy will have an option to start job and end job.

Step 6 – Location:- Driver will be able to search the User through the Geo-Location..

Step 7 – Order Details :-

1.6. Current Order Request :-

Delivery Boy will view the various On-Route orders/Custom Order and their details:

1. User Name (some more details)
2. Order Name
3. Order Image
4. Phone Number
5. Address
6. Price
7. Some other details (client provide)
8. Order ID
9. Payment Method
10. Delivery Method.

Agent will be only view custom order request like,

1. Order Details (order description)
2. User Details (mobile number, Name, Image)
3. Delivery Charge
4. Other details client provide

after complete order agent will give the receipt (order bill)

➤ **Order History :-** Delivery Boy will view all the Order/ **Custom Order** history & their details:.

1. Cancel Order
2. Complete Order
3. Pending Order

Step 8-Payment:-

1.7. Receive Payment

Delivery boy receive his revenues and can view the various details.

Step 9 -Communication:-

1.8. Call

Driver will directly redirect to the phone dialer when driver click on the phone option to user and restaurant can also chat with admin.

Step 10- Digital Signature:-

➤ **Digital Signature :-**

Driver will take the digital signature by the user for the confirmation of the delivery.

Step11-Notification:-

1.9. In App Notification:-

Driver will receive Notification for the following:-

1. New Request of Order
2. Order successfully delivered
3. Order Cancelled.

1.10. Push Notification:-

Driver will Enable Push-Notification services..

Step 12-Settings:-

1.11. Account Settings :-

Driver has an option to update the following details:-

1. Mobile Number
2. Name of Driver
3. Vehicle Type
4. Plate Number
5. Bank Name

6. Bank Account Number
7. Bank Account Holder Name
8. Email ID
9. Change Password

1.12. App Settings:-

Driver will see/do the following:

1. Terms and Conditions
2. FAQ
3. Privacy Policy
4. Legal
5. About Us
6. Log Out

Workflow for Website is explained below: (Admin Panel)

Step 1 Registration:-

➤ **Sign In:-**

- Admin will sign in with the Following details:

- Email ID
 - Password
- After that admin will proceed

➤ **Password Recovery:-**

Admin will Regain his/her Credentials when click on the Forgot Password Option, he will receive a Link on his/her Registered Email ID after that Admin will Reset his/her Password

Step 2- Dashboard:-

Admin will view all graphical representation of number of User and Restaurant Registered.

- Total number of Order IS On going
- Total number of Cancel
- Total number of Revenue.

Step 3- Order:-

➤ **Order Request:-**

Admin will manage order/custom order request & details.:

1. Order ID
2. Order Image
3. Order Name
4. Cuisines
5. Sub Total
6. Address
7. Some other details (client provide)
8. Category, sub-category, sub-sub category
9. Vendor Details
10. User Name (some more details)
11. Phone Number
- 12.. Address
13. Price
14. Payment Method
15. Delivery Method
16. Other Details (client provide)

17. Note

Admin will have an option to assign order and admin can accept or reject order request and order assign automatically nearby Rider. (system generated)

➤ **Track Order:-**

Admin can track the Order; Standard order/ Custom Order tracking management will be there.

- New orders
- Accepted Orders
- Cooking/Product
- Ready for collection
- On-route
- Completed
- *Cancelled / Rejected
- Live Track
- Restaurant can add/edit/delete order delivery/ status time as:-
 - 10 minutes
 - 20 minutes etc.

➤ **Past Order:**

Admin will view/remove the Order/ Custom Order history & their details:

- User Name (some more details)
- Order Name
- Order Image
- Phone Number
- Address
- Price
- Some other details (client provide)
- Order ID
- Payment Method
- Delivery Method

➤ **Cancel Order:**

Admin will view/remove the cancel order/ Custom Order details:

- User Name (some more details)
- Order Name
- Order Image

- Phone Number
- Address
- Price
- Some other details (client provide)
- Order ID
- Payment Method
- Delivery Method

Step 4- Food Management:-

➤ **Menu:-**

➤ **Food Category:-**

Admin can add/edit/delete some Menu category such as,

- Breakfast
- Lunch
- Snack
- Dinner

➤ **Food Sub-Category:-**

Admin can add/edit/delete Sub categories of the Food

➤ **Food List:-**

Admin can add/edit/delete various Food list

➤ **Food Details:-**

Admin can add/edit/delete food details.

- Food Name & Image Of food
- Food Category, Sub-Category, Sub-Sub-Category
- Quantity (Select)
- Variation (Select)
- Offer & Discount
- Food Information
- Others Details (Client Provide)
- Price

Step 5:-Account Management:-

➤ **View Details:-**

Admin will have an option to view all the details of the User and Restaurant & Delivery Boy/Agent.

➤ **Block/Unblock-**

Admin will have an option to Block/Unblock the User and Restaurant , Delivery Boy/Agent.

➤ **Delete:-**

Admin will have an option to delete the User and Restaurant , Delivery Boy/Agent.

Step 6:- Message Management:-

Admin will have an option to one-to-one chat and via call with user and Restaurant .

Step 7:- Payment Management:-

Admin will receive the Payments sent by User and then accordingly distribute to the Restaurant, Payment Gateway will be integrated for accepting the Payments to go directly to the Restaurant - this need to be discussed.

Ability to view the total payments received from customers for each Restaurant and commissions earned.

Step 8:-Report Generation:-

- Admin will see the Reports of Total Order.
- Admin will search the Start Date & End Date to see the Total Order .

- Admin will see the reports graphically.
- Admin will print this Graph into various Formats.

Step 9:-Web Settings:-

➤ **Account Settings:-**

- Admin will Edit the Account details:
- Change Password
- Log Out

➤ **Web Settings:-**

- Admin will manage these settings such as:-
- Terms and Conditions
- FAQ
- Privacy Policy
- Legal
- About Us
- Contact U

Deliverables



Mobile Application iOS & Android



Mobile Application iOS & Android



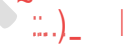
Mobile Application iOS & Android



Mobile Application iOS & Android



Insights and Analytics



Mobile Application iOS & Android

Development Platforms/Environment

<p>Project/Application Server</p>	<p>The client will provide application server detail. Fluper Ltd. will use its development servers while application is being created. Client is required to submit application server credentials once design is approved from the client's end.</p>
<p>Server Environment</p>	<p>LAMP</p>
<p>Deployment Environment</p>	<p>Client needs to inform Project Manager regarding any existing deployment environment before commencing the project. Project Manager would also suggest the deployment environment as per the requirement and need of project.</p>
<p>Project Management</p>	<p>Zoho Projects (www.zohoprojects.com)</p>

Native Mobile App Design Tools

Process	Android
Wireframing/Blueprinting	Balsamiq, Axure
Mockups/Prototyping	Marvel, JustinMind, Pidoco
Screen Designing	Adobe XD, Sketch, Zeplin
Front End Web Designing	Angular 6, HTML5, CSS3, Wordpress
Color Schemes/Fonts	Coolers

Native Mobile App Development Tools

Platforms	iOS	Android
Programming Language	Objective C, Swift 4.1	Kotlin, Java
IDE	Xcode 5.0	Eclipse
Supporting OS	iOS 7.0 to latest	Android 6.0 to Latest
Softwares	XCode 9	Android Studios

Backend Development Tools

Platforms	Tools
Programming Language	PHP-Laravel, Node Js, Python
IDE	XAMP, Sublime, Adobe Dreamweaver
Supporting OS	Windows, linux, Ubuntu, MacOS
Web Services/Api	Pilot
Databases	Monog Db, MySql Maria Db, Dynamo Db, Firebase
Cloud Server Technologies	Amazon Web Services/Google Cloud/Digital Ocean

Testing Tools

Platforms	Tools
Automation	Selenium, Apache Jmeter
Load Testing	TSUNG
Benchmark	Antutu
Simulation	XCode, Android Studios
Databases	Mongo Db, MySql Maria Db, Dynamo Db, Firebase
Cloud Server Technologies	Amazon Web Services/Google Cloud/Digital Ocean

Components to be included in Delivery:

Components	In-Scope
Consulting – Wire framing, HLD, Project	Yes
Design	Yes
iOS	Yes
Android	Yes
Promotional Website – Responsive	Yes
Testing	Yes
Project Management	Yes