

# DELIVERING SUPPLIES FOR YOUR FOOD BUSINESS (B2B)

THESIS REPORT

SUBMITTED IN PARTIAL FULFILMENT OF THE REQUIREMENTS  
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MASTER OF DESIGN  
IN  
INTERACTION DESIGN

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### DECLARATION

I, Smriti Gupta (2K22/MDID/11) do hereby declare that the project report submitted to the Delhi Technological University (Formerly Delhi College of Engineering) in partial fulfilment for the award of degree in Master in Design entitled, “**Delivering supplies for your food business (b2b)**” is an original piece of research work carried out by myself under the guidance and supervision of Mr. Partha Pratim Das.

I have duly acknowledged all the sources and references used by me in the preparation of this thesis.

I further declare that the information has been collected from genuine & authentic sources

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**CERTIFICATE**

This is to certify that this dissertation entitled “**Delivering supplies for your food business (b2b)**” submitted in partial fulfilment, for the award of degree in Master of Design of the Delhi Technological University (formerly Delhi College of Engineering) which is the result of the bona fide research work carried out by Smriti Gupta (2K22/MDID/11). I find the work complete, comprehensive, and of sufficiently high standard to warrant its presentation for the examination. I further certify that the work has been carried out under my guidance and has not been submitted earlier to any other university for the Degree or Diploma.

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## ABSTRACT

SupplyNote is a vigorous, cloud-based innovation stage intended to reform the inventory network the board of the food and drink (F&B) industry, catering explicitly to B2B tasks like eateries, cloud kitchens, cooking organizations, and providers. By i procurement, inventory management, and supplier collaboration into a single, seamless system. SupplyNote engages organizations to mechanize their whole inventory network processes.

With its advanced analytics and constant perceivability highlights, SupplyNote gives critical bits of knowledge about stock levels, utilizing examples, and request anticipating. This decreases overloading, understocking, and wastage — normal difficulties in the F&B area. The stage's mechanization apparatuses smooth out request to the board, from starting buy solicitations to following shipments and instalments, all while upgrading straightforwardness among purchasers and providers.

SupplyNote likewise offers multi-area executives, permitting organizations with various outlets or stockrooms to deal with their stock halfway through and keep up with predictable quality across areas. The stage's customization choices take special care of the assorted necessities of different portions inside the F&B business, assisting little to enormous endeavours with scaling effectively.

Planned because of ease of use, SupplyNote coordinates consistently with existing POS frameworks, ERPs, and bookkeeping apparatuses, decreasing the rubbing of reception. The stage eventually permits organizations to lessen functional expenses, further develop direction, and guarantee continuous stock chains, making it an irreplaceable device for F&B organizations looking to flourish in a profoundly serious industry.

# CONTENTS

Candidate's Declaration	ii
Certificate	iii
Acknowledgement	iv
Abstract	v
Contents	vi
List of Figures	vii
<b>Chapter 1: Introduction</b>	<b>1</b>
1.1 Genesis	1
1.2 About the Organization	2
1.3 History of Supply Note	3
<b>Chapter 2: PROJECT OVERVIEW</b>	<b>6</b>
2.1 Objective	6
2.2 Understanding the Documents Involved	7
2.3 Existing Systems	9
<b>Chapter 3: USERS</b>	<b>11</b>
3.1 Defining Users	11
3.2 Stakeholders	14
3.3 Food and Beverage Organizational Chart	16
3.4 How Vyap Enhances User Experience	16
<b>Chapter 4: PROBLEM STATEMENT</b>	<b>17</b>
4.1 Problem Explanation	17
4.2 Persona	18
4.3 Pain Points	18

4.4 Empathy Map	19
<b>Chapter 5: PROBLEM STATEMENT</b>	<b>22</b>
5.1 Information Architecture	22
5.2 Empathy Map	22
5.3 Process to order an App	23
<b>Chapter 6: HIGH FIDELITY UI SCREENS</b>	<b>24</b>
6.1 Login Screens	24
6.2 Home Screens	26
6.3 Product Page Screens	27
6.4 Add to cart	28
6.5 Delivery Screens	29
6.6 Order Detail Screens	30
6.7 Account Details Screens	32
6.8 Apply Coupon Screens	34
6.9 Help and Support Screens	35
<b>Chapter 7: CONCLUSION AND FUTURE SCOPE</b>	<b>37</b>
7.1 Conclusion	37
7.2 Future Scope	37

## LIST OF FIGURES

<i>Figure 1: Logo Vyap Application (Supplynote)</i> _____	2
<i>Figure 2: Summary of Supply Note (Vyap Application)</i> _____	3
<i>Figure 3: Food and Beverage Organizational Chart</i> _____	16
<i>Figure 4: Information Architecture</i> _____	22
<i>Figure 5: Empathy Map</i> _____	22
Figure 6: Process to order from App_____	23
Figure 7: Animated Onboarding Screens_____	25
Figure 8: Login Screens_____	26
Figure 9: Home Screens_____	26
Figure 10: Product Screens_____	28
Figure 11: Add Cart Screens_____	29
Figure 12: Delivery Screens_____	30
Figure 13: Order Detail Screens_____	32
Figure 14: Account Detail Screens_____	34
Figure 15: Apply Coupon Screens_____	35
Figure 16: Help and Support Screens_____	36



## Chapter 1

# INTRODUCTION

### *1.1 Genesis*

SupplyNote was born out of a basic need to tackle the shortcomings and difficulties in the production network the executives of the food and drink (F&B) industry, especially in B2B organizations like cafés, cloud kitchens, and cooking organizations. The originators, with profound industry experience, perceived that numerous F&B organizations were tormented by obsolete, manual cycles for acquisition and stock administration. These failures frequently prompted functional difficulties like overloading, wastage, supply postponements, and unfortunate correspondence among providers and purchasers, at last influencing benefit and consumer loyalty.

Noticing the quick development of cloud kitchens and multi-area café networks, the pioneers saw a squeezing need for a versatile, computerized arrangement that could give constant experience, smooth out provider the board, and robotize dull undertakings. SupplyNote was created as the need might arise, incorporating state-of-the-art innovation with useful, industry-explicit highlights intended to handle the one-of-a-kind intricacies of the F&B inventory network.

By joining robotization, cloud-based foundation, and information driven bits of knowledge, SupplyNote engages F&B organizations to improve tasks, lessen costs, and keep up with continuous inventory chains. This vision to rearrange and upgrade production networks, the board in the F&B area keeps on driving the organization's advancement and extension.

This beginning makes sense of how SupplyNote was considered, featuring the business problem areas that prompted its creation and its main goal to change F&B inventory network the board.

v

## 1.2 About the Organization



*Figure 1: Logo Vyap Application (Supplynote)*

SupplyNote is a pioneering technology platform dedicated to transforming the supply chain management landscape for the food and beverage (F&B) industry, focusing on B2B businesses such as restaurants, cloud kitchens, cafes, and catering services. Established with the mission to solve critical operational challenges in procurement, inventory control, and supplier management, SupplyNote provides a cloud-based, end-to-end solution that helps businesses automate and optimize their supply chain processes.

The platform's intuitive design and data-driven features offer real-time insights into stock levels, demand forecasts, and supplier performance, reducing waste and ensuring timely replenishment of inventory. By digitizing traditionally manual processes, SupplyNote improves operational efficiency and helps businesses reduce costs, streamline procurement, and enhance communication with suppliers.

SupplyNote is designed to meet the needs of both small and large-scale businesses, providing customizable solutions that scale with growth. With seamless integration into existing point-of-sale (POS) systems, ERPs, and accounting tools, the platform offers an all-in-one solution for F&B companies looking to modernize their supply chain operations.

Backed by a team of industry experts and technologists, SupplyNote continues to drive innovation in supply chain automation, making it a trusted partner for hundreds of F&B businesses across the globe. Through its scalable technology, SupplyNote is enabling the F&B industry to focus on growth and excellence, while simplifying the complexities of supply chain management.

**This version outlines the core services, mission, and expertise of SupplyNote, presenting the organization as a forward-thinking leader in the F&B supply chain space**



Figure 2: Summary of Supply Note (Vyap Application)

### 1.3 History of Supply Note

SupplyNote was founded with a vision to address the persistent challenges faced by food and beverage (F&B) businesses in managing their supply chains.

2019

The company began its journey in 2019, when the founders, having worked closely with the F&B industry, observed the widespread inefficiencies in procurement, inventory control, and supplier communication. Most businesses relied on outdated, manual processes that resulted in frequent stockouts, overstocking, wastage, and miscommunication between buyers and suppliers.

Recognizing the need for a more streamlined and tech-driven solution, the founding team set out to create a platform that would automate and optimize the entire supply chain process. SupplyNote was officially launched as a cloud-based platform, focusing on integrating procurement, inventory management, and supplier coordination into one easy-to-use system.

In its early years, SupplyNote partnered with a few key restaurants and cloud kitchens, gaining critical insights into the specific operational pain points of F&B businesses.

As the platform gained traction, SupplyNote expanded rapidly, adding more features and scaling its services to cater to larger enterprises. The company integrated its solution with popular point-of-sale (POS) systems and ERP software, making it easier for businesses to adopt the platform without disrupting their existing workflows.

2020

In 2020, SupplyNote saw accelerated growth as the F&B industry increasingly turned to digital solutions in response to supply chain disruptions caused by the COVID-19 pandemic. SupplyNote's ability to provide real-time data, automate processes, and improve supply chain transparency became critical for businesses trying to navigate uncertain market conditions.

Since then, SupplyNote has grown into a leading player in the F&B supply chain space, serving hundreds of B2B clients, including restaurants, cloud kitchens, and catering services across multiple regions. The company continues to innovate, expanding its platform with features like data analytics, supplier performance metrics, and integrations with delivery platforms to offer a comprehensive supply chain management solution for the F&B industry.

This history provides an overview of SupplyNote's origins, key developments, and its growth trajectory within the F&B industry.

In 2021, SupplyNote expanded its product offerings by introducing **advanced analytics** and **predictive algorithms** that enabled businesses to better forecast demand and optimize inventory management. The platform also enhanced its multi-location management capabilities, allowing larger a to centrally manage procurement and stock across numerous outlets. This feature became particularly beneficial for fast-growing cloud kitchens and restaurant chains, enabling them to maintain consistency and avoid stockouts.

SupplyNote further strengthened its integrations with major **point-of-sale (POS)** systems, ERPs, and delivery platforms, allowing seamless data flow between systems. This integration helped businesses automate not just supply management but also improve order accuracy and speed, aligning with the growing trend of online food delivery services.

2022

By 2022, SupplyNote had expanded its footprint into new markets across Asia and the Middle East, working with a wide array of clients from small independent businesses to large F&B enterprises. The platform continued to evolve by adding new features like supplier performance tracking and price comparisons, enabling F&B businesses to not only optimize their procurement processes but also make smarter supplier decisions. SupplyNote also started offering solutions for sustainability tracking, allowing businesses to monitor their environmental impact by reducing food wastage and optimizing delivery routes.

To meet the growing demand, SupplyNote launched enterprise solutions for larger food chains and franchises, allowing them to customize the platform for their specific needs, from bulk procurement to detailed reporting.

**2023**

By 2023 and beyond, SupplyNote had emerged as one of the leading supply chain management platforms for the F&B industry, having partnered with over 1,000 businesses globally. The company continued to focus on innovation by embracing AI-driven automation and machine learning to further improve demand forecasting and reduce human errors in procurement processes. With supply chains becoming more com

plex and global, SupplyNote added support for cross-border transactions, making it easier for F&B businesses to manage international suppliers.

Looking forward, SupplyNote continues to expand its reach and capabilities, focusing on building a more interconnected, transparent, and efficient supply chain ecosystem for the food and beverage industry. The company's commitment to innovation and customer-centric solutions has positioned it as a trusted partner for businesses looking to thrive in the competitive F&B landscape.

## Chapter 2

# PROJECT OVERVIEW

### 2.1 Objective

Objective: SupplyNote is an extensive cloud-based production network the executives stage intended to streamline and mechanize the obtainment and stock cycles for B2B food and refreshment (F&B) organizations. The stage tends to the difficulties of manual obtainment, wasteful stock following, provider the executives, and in general store network perceivability by offering an ongoing, information driven arrangement custom-made explicitly for the F&B area.

#### **Key Elements:**

##### **1. Procurement Mechanization:**

SupplyNote mechanizes the whole acquisition process, from producing buy solicitations to following requests and provider correspondence. This diminishes the manual responsibility and human blunders, guaranteeing that organizations get the ideal supplies with flawless timing.

##### **2. Inventory Administration:**

The stage gives constant experiences into stock levels across numerous areas, permitting organizations to abstain from overloading or understocking. It assists organizations with decreasing wastage, advance capacity, and plan obtainment in view of real interest.

##### **3. Demand Estimating:**

Utilizing information investigation and AI, SupplyNote furnishes organizations with request estimating apparatuses, assisting them with anticipating future utilization patterns in light of verifiable information and irregularity. This guarantees better readiness and limits production network interruptions.

##### **4. Supplier Joint effort:**

SupplyNote works with consistent correspondence among organizations and their providers. It concentrates provider data, tracks provider execution, and offers apparatuses for cost correlation, further developing provider the board and navigation.

##### **5. Multi-Area The executives:**

For organizations working across numerous outlets or districts, SupplyNote gives a concentrated administration arrangement that guarantees consistency in obtainment, stock levels, and item quality across all areas.

##### **6. Seamless Mix:**

The stage incorporates flawlessly with existing POS frameworks, ERPs, and bookkeeping programming, permitting organizations to smooth out their activities without updating their whole tech stack. This guarantees simple reception and worked on by and large proficiency.

##### **7. Analytics and Detailing:**

SupplyNote offers strong detailing highlights, empowering organizations to follow KPIs,

recognize failures, and settle on information driven choices. Nitty gritty reports on stock turnover, provider execution, and cost investigation assist organizations with working on their benefit.

**Main interest group:** SupplyNote essentially serves B2B organizations in the F&B business, including:

- Eateries
- Cloud kitchens
- Bistros
- Catering organizations
- Establishment chains
- Food providers and wholesalers

**Incentive:** SupplyNote gives F&B organizations the devices expected to robotize and upgrade their stock chains, prompting:

- Diminished wastage and overloading
- Lower functional expenses
- Further developed provider connections
- Continuous perceivability into stock and obtainment processes
- Information driven experiences for better direction
- Adaptability for organizations of any size

**Current Status and Development Plans:** SupplyNote has effectively cooperated with north of 1,000 F&B organizations, including both little activities and huge global chains. The stage keeps on extending geologically, with a developing presence in Asia and the Center East. Tentative arrangements incorporate improving simulated intelligence-based highlights, offering cross-line production network support, and growing combinations with new advances.

## *2.2 Understanding the Documents Involved*

### **Contract**

An agreement is an understanding between an organization and merchant that lays out what agreements will oversee all current and future exercises and obligations. The agreement will by and large incorporate an explanation of work (SOW) that frames the particular undertakings or tasks that the seller will liable for complete, alongside any significant timetables and financial plan data. They act as a system for future SOW between the gatherings.

When an agreement is marked, the two players legitimately will undoubtedly comply with its agreements. Inability to do so may bring about legitimate activity, including harms or end of the understanding.

### **Purchase Order**

The obtainment mechanization arrangement by SupplyNote, a buy request (PO) assumes a significant part in smoothing out the acquisition cycle for food and drink (F&B) organizations. Vyap empowers cafés, cloud kitchens, and other F&B organizations to create,

make do, and track buy orders carefully, decreasing manual exertion and further developing proficiency across their store network.

### **How Vyap Oversees Buy Requests:**

#### **1. Automated Buy Request Creation:**

Vyap robotizes the production of procurement orders by connecting continuous stock levels with acquirement needs. Whenever stock falls under a predefined edge, the stage consequently produces a PO to renew stock in light of interest estimates, verifiable information, and business inclinations. This disposes of the gamble of stockouts or overloading and guarantees that organizations generally have the perfect proportion of provisions.

#### **2. Customizable Buy Requests:**

Vyap permits organizations to tweak buy orders as indicated by unambiguous necessities. Clients can set favored providers, conveyance times, installment terms, and that's just the beginning. This adaptability guarantees that the buy orders meet the one of a kind functional necessities of each F&B business.

#### **3. Supplier Administration Reconciliation:**

Vyap's buy request include is consistently coordinated with its provider the executives framework. It empowers organizations to effectively choose providers from a pre-supported list, check their verifiable exhibition, look at costs, and spot orders as needs be. This takes into consideration informed direction and helps areas of strength for assemble connections.

#### **4. Real-Time Following and Announcements:**

Vyap gives continuous updates on the situation with each buy request, from the second it's created until the products are conveyed. Organizations can follow conveyance times, get notices for deferred or deficient conveyances, and change their obtainment designs in like manner. This degree of perceivability is fundamental for keeping up with smooth activities and staying away from disturbances in the store network.

#### **5. Centralized Dashboard for Buy Requests:**

With Vyap, F&B organizations approach a unified dashboard where they can see all dynamic and verifiable buy orders. This empowers clients to screen acquisition across various areas, survey past requests, and produce reports for reviewing or financial plan arranging purposes.

#### **6. Multi-Area PO The board:**

For café networks or cloud kitchens with different outlets, Vyap's foundation empowers incorporated PO the executives. Organizations can make, make due, and track buy orders for numerous areas from a solitary point of interaction, guaranteeing reliable obtainment processes across all areas. This works on functional proficiency, lessens irregularities, and improves stock control.

#### **7. Integration with ERP and Bookkeeping Frameworks:**

Vyap incorporates with existing ERP and bookkeeping frameworks, taking into account consistent progression of monetary and stock information. This guarantees that buy orders are consequently reflected in monetary records, decreasing blunders and working on accounting processes.



## 8. Payment and Receipt Compromise:

Vyap works on installment processes by connecting buy requests to solicitations. Whenever products are gotten, the stage assists organizations with coordinating the PO with the receipt and conveyance receipt, making receipt compromise smoother and quicker. This guarantees exactness in installments and limits errors with providers.

## Purchase Request

A purchase request in Vyap (by SupplyNote) is an internal document used to request goods or on the other hand benefits prior to producing a buy request. Vyap mechanizes this interaction, making demands when stock levels fall beneath set edges. It additionally permits manual accommodation of solicitations, tracks endorsement work processes, and converts supported demands into buy orders flawlessly.

### Key advantages include:

- Computerized demands attached to ongoing stock
- Incorporated endorsement and global positioning framework
- Financial plan control and smoothed out obtainment
- Further developed productivity and straightforwardness in overseeing supply needs.

In synopsis, buy demands in Vyap are a vital piece of the acquisition cycle, going about as the initial step prior to creating buy orders. Vyap computerizes and smoothes out buy demands, guaranteeing F&B organizations can proficiently deal with their stock requirements, stay away from deficiencies, and keep up with full perceivability across their store network activities.

## Statement of Work (SOW)

The **Statement of Work (SOW)** for the execution of **Vyap** by **SupplyNote** frames the venture targets, extension, and expectations associated with incorporating Vyap's acquisition and stock administration framework into a F&B business. The degree incorporates framework arrangement, reconciliation with existing POS frameworks and ERPs, customization of acquisition work processes, and group preparing on the stage's utilization. Expectations include a completely functional and redone Vyap stage, effective reconciliation with outsider frameworks, and thorough preparation for the client's staff. The undertaking course of events traverses roughly a month, with achievement-based installment terms. Vyap will be liable for framework arrangement, coordination, testing, and progressing support, while the client gives vital admittance to information and faculty for smooth execution. The SOW guarantees that the framework is useful and meets the business' needs, with clear acknowledgment models and secrecy arrangements set up.

## 2.3 Existing System

The current framework utilized by numerous F&B organizations for obtainment and stock administration is many times divided and profoundly manual. Regularly, organizations depend on bookkeeping sheets, messages, calls, or paper-based techniques to put orders, track stock, and speak with providers. These techniques are tedious and inclined to human mistake, prompting failures like missed orders, stock errors, and postpones in restocking. Without

constant information reconciliation, organizations may just find stock deficiencies or overloading sometime later, causing disturbances in activities or abundance wastage.

Besides, detached frameworks are a typical issue in these conditions. Numerous organizations use independent retail location (POS) frameworks that track deals yet don't consequently refresh stock levels or connection to acquisition work processes. This absence of reconciliation between deals, stock, and acquirement makes it trying to keep up with exact stock counts and guarantee convenient reordering. Subsequently, organizations frequently work responsively, setting orders when stock is low or over-requesting to forestall deficiencies, prompting wasteful utilization of capital.

Provider the board is another region where the current framework misses the mark. Without a unified stage to follow and oversee provider execution, request history, and evaluating, organizations might confront irregularities all together satisfaction, defers in conveyance, and botched open doors for cost reserve funds through provider exchange. Monitoring numerous sellers through manual cycles additionally improves the probability of mistakes, for example, putting in wrong requests or missing cutoff times.

Also, the absence of information examination in these frameworks restricts the business' capacity to settle on informed choices. With no admittance to ongoing information or authentic patterns, organizations can't precisely estimate interest, advance stock levels, or dissect spending designs. This frequently brings about either over-buying or stockouts, the two of which can influence productivity.

Interestingly, arrangements like Vyap from SupplyNote computerize and incorporate these divided cycles. By digitizing obtainment, stock administration, and provider coordination, Vyap gives constant perceivability into stock levels, mechanizes buy orders, and brings together provider the executives, assisting organizations with working all the more productively, diminish blunders, and advance expenses.

## Chapter 3

# USERS

### *3.1 Defining Users*

In the context of the existing system for or acquirement and stock administration in F&B organizations, there are a few key clients who connect with the framework in various ways, contingent upon their jobs and obligations. These clients depend on the framework to perform errands connected with buying, stock control, provider the executives, and monetary oversight.

#### **Key Users in the Existing System:**

##### **1. Procurement Team:**

- Role:- Responsible for sourcing products, placing orders and overseeing provider connections.
- Responsibilities:
  - Identifying and negotiating with suppliers.
  - Placing orders for inventory (often manually via phone, email, or spreadsheets).
  - Managing purchase orders and ensuring timely delivery.
  - Addressing any supply issues or delays.
- Challenges:  
Limited visibility into real-time inventory levels, manual order tracking, and lack of integration with supplier databases.

##### **2. Inventory Manager:**

- Role:- Manages stock levels, oversees inventory replenishment, and ensures product availability.
- Responsibilities:
  - Monitoring inventory levels manually or through standalone systems.
  - Restocking products based on stock reports or when inventory falls below predefined levels.
  - Handling discrepancies between physical stock and recorded inventory.
  - Managing stock rotation, waste, and loss prevention.
- Challenges:- Reliance on manual methods or disconnected systems often leads to errors, mismanagement, and inefficiencies in stock control.

##### **3. Finance Department:**

- Role:- Oversees budgeting, expenditures, and financial reporting for procurement activities.

- Responsibilities:
  - Managing payment processes for orders placed with suppliers.
  - Keeping track of procurement-related expenses and ensuring alignment with budgets.
  - Conducting financial analysis to track cost savings and supplier performance.
- Challenges:- Limited access to real-time procurement data, making it difficult to monitor spending or adjust procurement strategies quickly.

#### **4. Operational Staff (Restaurant Managers/Chefs):**

- **Role:-** Use inventory on a daily basis and may also be responsible for initiating procurement requests.
- Responsibilities:
  - Monitoring product usage and notifying the procurement or inventory team when stock is low.
  - Managing day-to-day stock levels in specific locations (e.g., kitchen, storage rooms).
  - Using stock data to plan for upcoming demand based on sales trends or special events.
- Challenges:- Often lack access to up-to-date inventory data and must rely on manual reporting, which can delay stock replenishment and impact service quality.

#### **5. Supplier/Vendor Relations Team:**

- Role:- Manages external relationships with suppliers and ensures that orders are fulfilled on time.
- Responsibilities:
  - Maintaining communication with suppliers regarding pricing, availability, and delivery schedules.
  - Handling contract negotiations and managing supplier performance.
  - Addressing any issues with supply chains, such as late deliveries or product quality concerns.
- Challenges:- Disconnected systems and manual processes make it difficult to track supplier performance or streamline order management.

#### **6. Top-Level Management (Owners/Executives):**

- Role:- Oversee overall business operations, including procurement and inventory, to ensure profitability and efficiency.
- Responsibilities:
  - Making strategic decisions about supplier partnerships and procurement budgets.
  - Reviewing high-level reports on stock levels, procurement costs, and supplier performance.

- Ensuring that procurement aligns with business goals and cost-saving initiatives.
- **Challenges:-** Without access to comprehensive, real-time data, executives often have limited insights into daily procurement and inventory management issues.

### Key User Interactions in the Existing System:

- **Manual Information Passage:**  
Acquisition groups and stock directors physically input information into calculation sheets or independent frameworks, which can be tedious and prone to mistakes.
- **Correspondence by means of Email/Telephone:**  
Acquisition and provider the executives are much of the time dealt with through calls or messages, prompting potential correspondence deferrals and shortcomings.
- **Siloed Cycles:**  
Every client bunch regularly works in a storehouse, with restricted admittance to concentrated information, which prompts irregularities between stock levels, obtainment needs, and monetary oversight.

Input	Action	Challenges
<b>1. Identifying Inventory Needs</b>		
The procurement team that receives information from the inventory a manager or operational staff, (kitchen or restaurant managers) regarding a stock level, either manually (spreadsheet updates) or through the periodic physical stock check.	The procurement team reviews current a stock level and identifies which items need to replenishing based on minimum to stock thresholds or upcoming demand	Stock levels that may be inaccurate due to manual updates or the discrepancies between physical inventory and records. Delays in the communicating inventory needs from the different departments.
<b>2. Requesting Quotations from Suppliers</b>		
Once inventory needs are identified, the procurement team reaches to out to suppliers for updated pricing and availability, typically via email or phone	The team sends the requests for quotations (RFQs) to the multiple suppliers, then waits for responses. The procurement team to often tracks this process manually or through the email threads.	Lack of a centralized system to track RFQs, leading to potential delays and miscommunication. Manual to comparison of quotes received, is which is time-consuming.
<b>3. Selecting Suppliers and Negotiating:</b>		
After receiving quotations, the procurement team which reviews pricing, availability, and other terms (such as delivery timelines) from various suppliers.	The team which negotiates with suppliers to finalize terms, ensuring they secure the best deals, while meeting delivery requirements. This process will may involve multiple back-and-forth communications	Negotiations can be drawn out if conducted via email or phone without a clear tracking system. Difficulties in maintaining an updated and easily accessible history of supplier performance and pricing trends.

4. Generating Purchase Orders		
Once suppliers are selected, the procurement team creates a purchase order (PO), either manually or through a standalone system, based on the agreed terms.	The PO is generated and sent to the supplier via email or fax. The procurement team typically maintains records of POs in spreadsheets or paper files.	Manual creation of POs increases the likelihood of errors. Tracking and managing multiple POs is inefficient without a centralized system, making it hard to keep track of order status and deliveries.
5. Approval Workflow		
The generated PO is sent for internal approval, typically through email or physical signatures.	The procurement team waits for approval from finance or management before finalizing the order. This can be a manual, multi-step process.	Approval workflows are slow due to manual communication and lack of automated notifications. Delays in obtaining approvals can lead to late orders or stock shortages.
6. Receiving Goods and Updating Inventory		
Once the supplier delivers the goods, the procurement team coordinates with the inventory manager to confirm receipt and ensure items match the PO	The procurement team records the delivery details and ensures inventory levels are updated manually in spreadsheets or a standalone system.	Manual updating of inventory records can result in discrepancies between actual stock and recorded stock. Lack of real-time integration between procurement and inventory systems, causing delays in reflecting stock levels.

## 3.2 Stakeholders

### Primary Stakeholders:

- **F&B Business Owners/Top-Level Management:**
  - Role: Strategic decision-makers who oversee the adoption and impact of Vyap.
  - Interest: Cost savings, procurement efficiency, and alignment with business goals.
- **Procurement Teams:**
  - Role: Key users of Vyap who manage supplier relationships, purchase orders, and order tracking.
  - Interest: Streamlined workflows, real-time data access, and simplified supplier management.
- **Inventory Managers:**
  - Role: Ensure inventory accuracy and efficient stock replenishment through Vyap's integration.

- Interest: Automated stock updates, reduced discrepancies, and real-time visibility.
- **Finance Teams:**
  - Role: Handles budgeting, payment processing, and financial analysis using Vyap's data.
  - Interest: Improved expense tracking, automated approvals, and cost control.
- **Suppliers/Vendors:**
  - Role: Collaborate with businesses via Vyap for order fulfillment and invoicing.
  - Interest: Clear communication, timely payments, and streamlined procurement processes.

### **Secondary Stakeholders:**

- **IT/Technology Teams:**
  - Role: Support the implementation and maintenance of Vyap within the organization.
  - Interest: Scalability, system reliability, and ease of integration with existing tools.
- **Restaurant and Kitchen Staff:**
  - Role: Indirect users benefiting from efficient inventory replenishment and procurement.
  - Interest: Consistent stock availability and minimal disruptions in operations.
- **Vyap Product Development Team:**
  - Role: Continuously improves Vyap based on user feedback and emerging needs.
  - Interest: User satisfaction, adoption rates, and product innovation.
- **Auditors and Compliance Officers:**
  - Role: Ensure Vyap's workflows meet regulatory and internal compliance standards.
  - Interest: Transparent and traceable procurement processes.
- **Logistics Partners:**
  - Role: Deliver goods to businesses using Vyap-generated purchase orders.
  - Interest: Accurate and timely delivery schedules and clear communication

### 3.3 Food and Beverage Organizational Chart

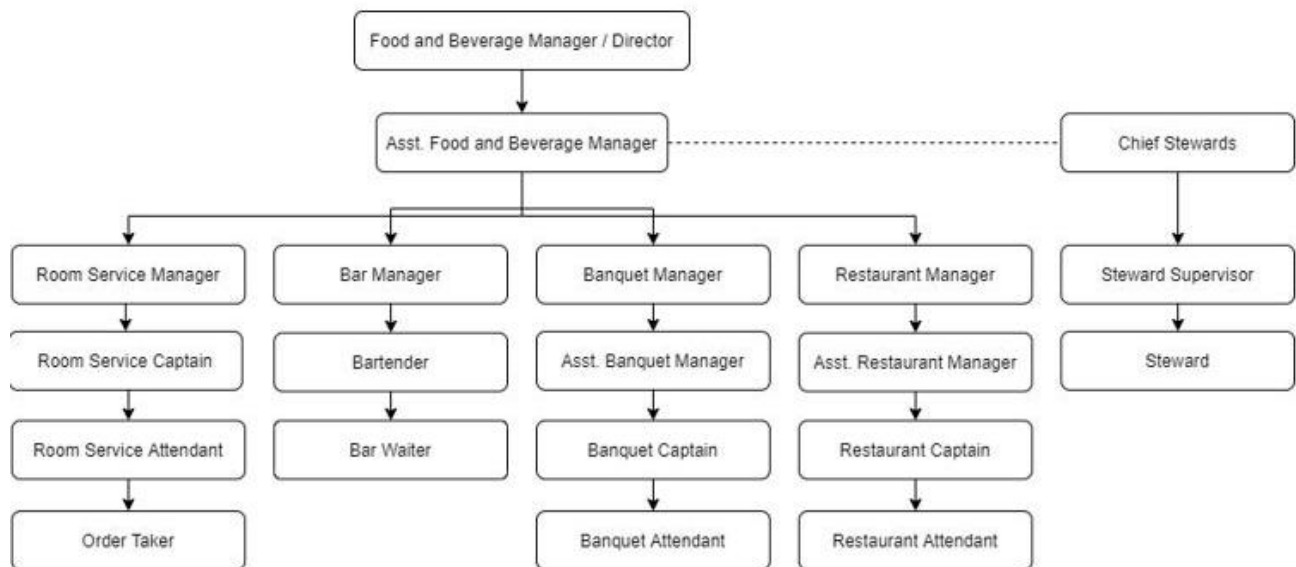


Figure 3: Food and Beverage Organizational Chart

### 3.4 How Vyap Enhances User Experience

- **Personalized Dashboards:** Tailored views for each user role, providing relevant data at a glance
- **Mobile Accessibility:** Users can manage tasks on the go, enhancing flexibility.
- **Real-Time Notifications:** Alerts for pending approvals, order statuses, and low inventory levels.
- **Role-Based Access Control:** Ensures users only access data relevant to their responsibilities, maintaining data security.



## Chapter 4

# PROBLEM STATEMENT

### *4.1 Problem Explanation*

**Background:** The client claims a food administration business that requires a predictable stock of different crude food things to keep up with day to day tasks. These things are fundamental for planning dishes and guaranteeing the menu stays assorted and interesting to clients.

**Current Challenge:** The client faces critical calculated difficulties in obtaining these crude food things. As of now, the acquisition interaction includes various providers, as no single seller can give every one of the important things. This divided methodology prompts a few issues:

**Increased Complexity:** Verseeing connections and orders with different providers adds layers of intricacy to the business tasks.

**Inconsistent Quality and Availability:** Contingent upon numerous providers frequently brings about varieties in the quality and accessibility of the natural substances, affecting the consistency of the last food items.

**Higher Costs:** Buying from numerous sources can prompt higher generally costs because of less influence in arranging costs, and expanded transportation and dealing with charges. Significant administrative time and effort are required to coordinate with various suppliers, process multiple orders, and handle separate deliveries and invoices.

**Increased Risk:** Depending on different sources builds the gamble of supply interruptions, which can influence the business' capacity to reliably serve its clients.

**Objective:** The client looks for an answer that smoothes out the obtainment interaction for crude food things. The ideal arrangement would merge the obtaining of all expected unrefined components to a solitary or less merchants without settling on the quality, accessibility, and cost-viability of the provisions.

#### **Expected Outcomes:**

The decrease in authoritative above related with dealing with numerous provider connections. Upgraded capacity to haggle better costs and terms because of higher volume buys from less providers.

Further developed consistency in the quality and accessibility of crude food things.

Diminished strategic intricacies, prompting smoother tasks and likely expense reserve funds on transportation and taking care of.

Lower chance of supply disturbances, guaranteeing dependable tasks and consumer loyalty.

The arrangement ought to coordinate flawlessly with the client's current activities and deal versatile acquirement choices to adjust to the business' development and evolving needs.

## 4.2 Persona

**Name:** Priya Sharma

**Demographics:**

**Age:** 35

**Gender:** Female

**Location:** Pune, Maharashtra

**Occupation:** Owner of a chain of vegetarian cafes

**Education:** Master's degree in hospitality management

**Background:** Priya is a venturesome person who possesses a famous chain of veggie lover bistros in Pune, known for their imaginative utilization of neighborhood, and occasional fixings. Her bistros have earned respect for their well-being cognizant menus that take special care of different customers, including young experts and families.

**Business Details:**

**Business Age:** 7 years

**Business Size:** 3 cafes with about 30 employees each

**Type:** Casual dining with an emphasis on sustainable and healthy eating

Customer Demographics: Health-conscious individuals, families, young professionals, ages 20-45

**Current Challenges:** Priya battles with the intricacy of obtaining top calibre, different veggie lover fixings from different nearby providers. This frequently prompts irregularities in food quality and menu accessibility. Dealing with numerous provider connections additionally draws huge time and assets from her essential spotlight on bistro tasks and client assistance.

**Goals:**

**Short-term Goal:** Simplify the supply chain to ensure a consistent and reliable procurement of fresh, quality ingredients.

**Long-term Goal:** Expand her cafe chain into other major cities in India and possibly start offering franchise opportunities, while maintaining her commitment to sustainability and local sourcing.

## 4.3 Pain Points

He divided idea of neighborhood rural stock chains makes it challenging to keep up with consistency in fixing quality.

Priya invests unnecessary energy in provider coordination and strategies, which could be better spent on business extension and client commitment.

She is extremely centered around the natural effect of her business activities and searches for ways of making her store network more maintainable.

**Behavioral Attributes:**

**Decision Making:** Priya is very proactive and hands-on in her management style, preferring to make informed decisions based on thorough research and her own experiences.

**Technology Savvy:** She is open to adopting new technologies that can streamline operations, particularly those that integrate supply chain management.

**Leadership Style:** Priya is known for her approachable and supportive leadership, encouraging innovation and initiative among her staff.

**Hobbies/Interests:** Priya enjoys attending food and sustainability conferences, participating in local culinary workshops, and practicing yoga.

## 4.4 Empathy Map

### 1. What Priya Sees:

**Environment:** Priya operates in a competitive café market in Pune, surrounded by both traditional eateries and modern health-conscious establishments.

**Market Trends:** A growing demand for vegetarian and vegan options among younger and health-conscious demographics.

**Challenges:** Observes inconsistencies in ingredient quality and supply which affect her menu offerings.

**Opportunities:** Notices a trend towards sustainability and local sourcing that aligns with her business philosophy.

### 2. What Priya Hears:

**From Customers:** Positive feedback on the health aspects of her menu but occasional complaints about menu variety due to supply issues.

**From Suppliers:** Regular updates about crop yields, seasonal changes, and occasional supply disruptions.

**Industry Buzz:** Conversations about the importance of sustainable practices and the impact of local sourcing on the community and environment.

**From Employees:** Feedback on customer preferences, operational challenges, and suggestions for menu improvements.

### 3. What Priya Thinks & Feels:

**Concerns:** Worries about maintaining high standards for food quality and consistency. Concerned about the environmental impact of her supply chain.

**Motivations:** Driven by a passion to provide healthy, sustainable dining options. Motivated by the idea of expanding her business and possibly franchising.

**Frustrations:** Frustrated with the time spent on managing multiple supplier relationships instead of focusing on customer experience and business growth.

**Aspirations:** Aspires to be a recognized leader in the sustainable café space and to influence positive changes in the food industry.

### 4. What Priya Says & Does:

**Interactions:** Communicates regularly with suppliers to negotiate terms and ensure product quality. Engages with customers to gather feedback and build community support.

**Decisions:** Invests in technologies for better supply chain management and operational efficiency. Makes strategic decisions on menu adjustments based on supply availability.

**Actions:** Hosts community events to raise awareness about sustainable eating. Implements staff training programs focused on customer service and operational excellence.

**Advocacy:** Promotes local sourcing and sustainability both within her cafes and in public forums, such as industry conferences and local business meetings.

This empathy map provides a structured insight into Priya's day-to-day experiences and

overarching professional journey, helping to guide decisions in marketing, product development, and customer relationship management that are empathetic to her needs and aspirations.

## *4.5 Problem Evaluation*

### **Point of Sale System Integration:**

**Current Issue:** Existing POS frameworks may not be completely incorporated with stock and inventory network the board, causing inconsistencies between deals information and stock levels, prompting likely over-requesting or stockouts.

**Proposed Arrangement:** Carry out a cutting edge POS framework that incorporates flawlessly with stock administration and bookkeeping programming. This framework ought to refresh stock progressively as deals happen, give point by point deals figures, and assist with overseeing obtainment in view of prescient examination.

### **2. Creating an Integrated Ecosystem:**

**Current Issue:** The ongoing functional arrangement requires Priya to physically organize between different providers, which is tedious and error prone.

**Proposed Arrangement:** Foster a unified computerized environment that interfaces Priya's bistros with providers and coordinated operations suppliers. This stage would work with direct correspondence, request arrangement, following, and affirmation. Joining with neighbourhood ranchers and makers can be improved through a local area-upheld horticulture (CSA) model, which energizes direct connections and long-haul responsibilities.

### **3. Automated Inventory Management:**

**Current Issue:** Manual stock following is work serious and can prompt mistakes in stock levels, influencing menu accessibility and prompting client disappointment.

**Proposed Solution:** Carry out a mechanized stock administration framework that involves sensors and checking advances to follow stock levels progressively. This framework would set off programmed reordering of stock in light of foreordained limits or manual info whenever required. The framework ought to likewise incorporate elements for expiry date following, wastage decrease, and verifiable information examination for better obtainment arranging.

### **4. Payment Automation and Flexibility:**

**Current Issue:** Overseeing installments with numerous providers includes different installment terms and strategies, convoluting monetary compromise and income the board.

**Proposed Solution:** Coordinate an installment module inside the biological system that upholds both programmed and manual installment choices. Programmed installments can be set off upon conveyance affirmation for confided in providers, while manual installment choices are accessible for new providers or when disparities happen. This module ought to help various installment strategies (e.g., bank move, advanced wallets, credit frameworks) and give point by point monetary answering to better straightforwardness and responsibility.

### **5. Evaluation of Proposed Solutions:**

**Cost-Benefit Analysis:** Putting resources into these advances and frameworks will require forthright expenses, however, ought to prompt critical reserve funds in labor, diminished

wastage, and the further developed consumer loyalty to through better assistance and the reliable quality

.

**6. Risk Assessment:** Changing to a computerized and mechanized the framework acts dangers such like an information security, framework dependability, and provider to the reception. These dangers can be alleviated through the secure programming arrangements, exhaustive framework testing, and the staged execution.

**Performance Metrics:** Key execution pointers that would incorporate stock to turnover rate, request exactness, deals to-stock proportion, consumer by loyalty scores, and monetary measurements to like profit from speculation and the income soundness.

# Chapter 5

## INFORMATION ARCHITECTURE

### 5.1 Information Architecture

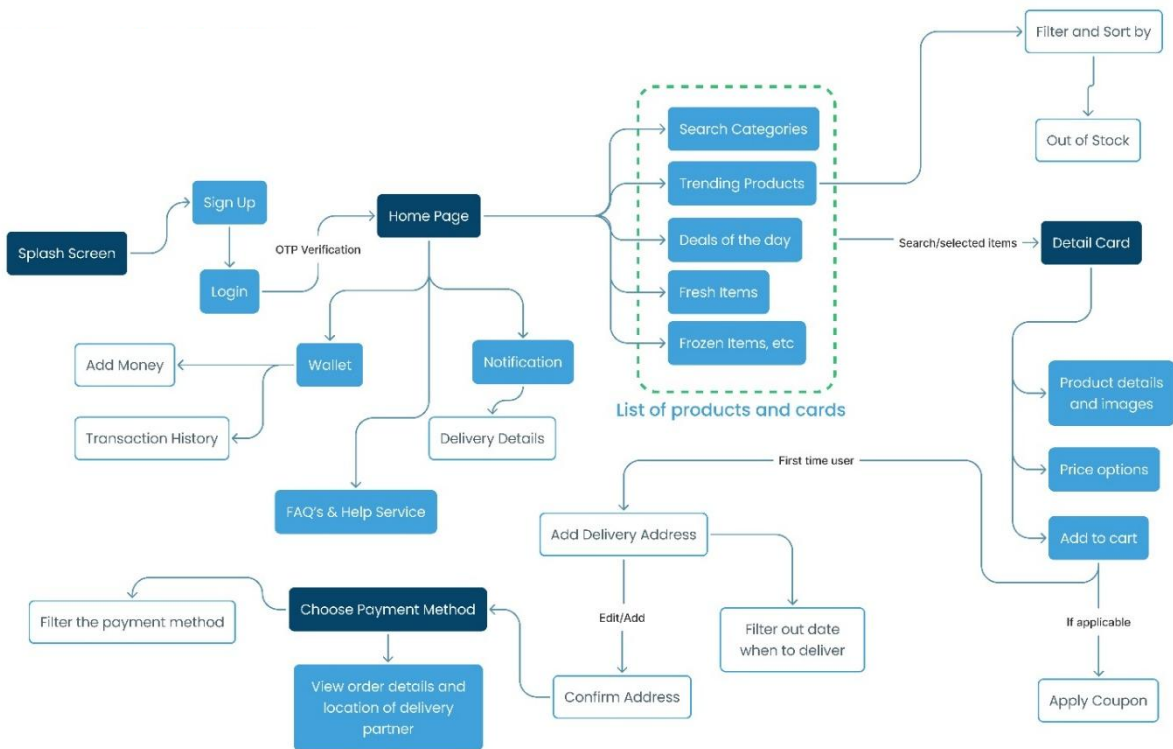


Figure 4: Information Architecture

### 5.2 Empathy Map

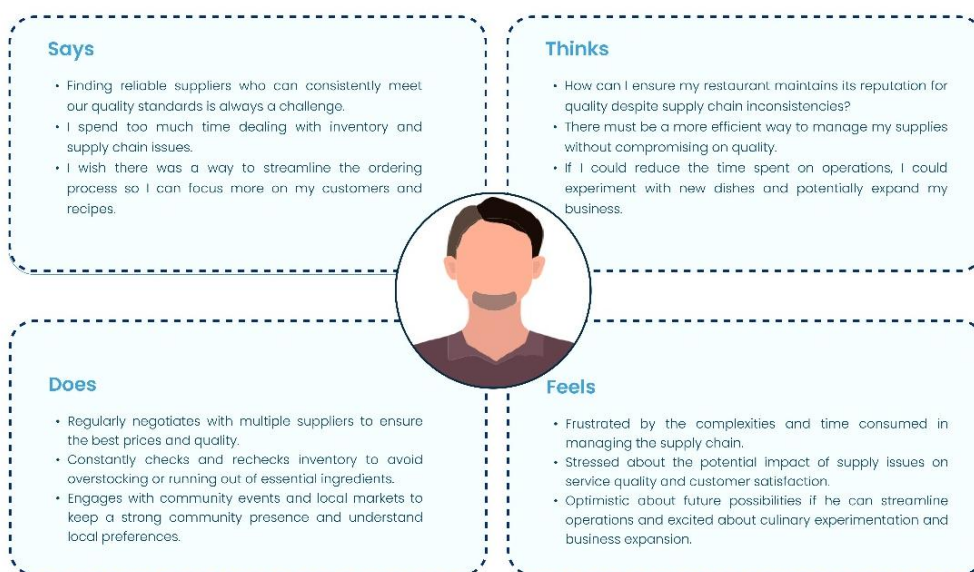


Figure 5: Empathy Map

## 5.3 Process to Order

### Process to order from App

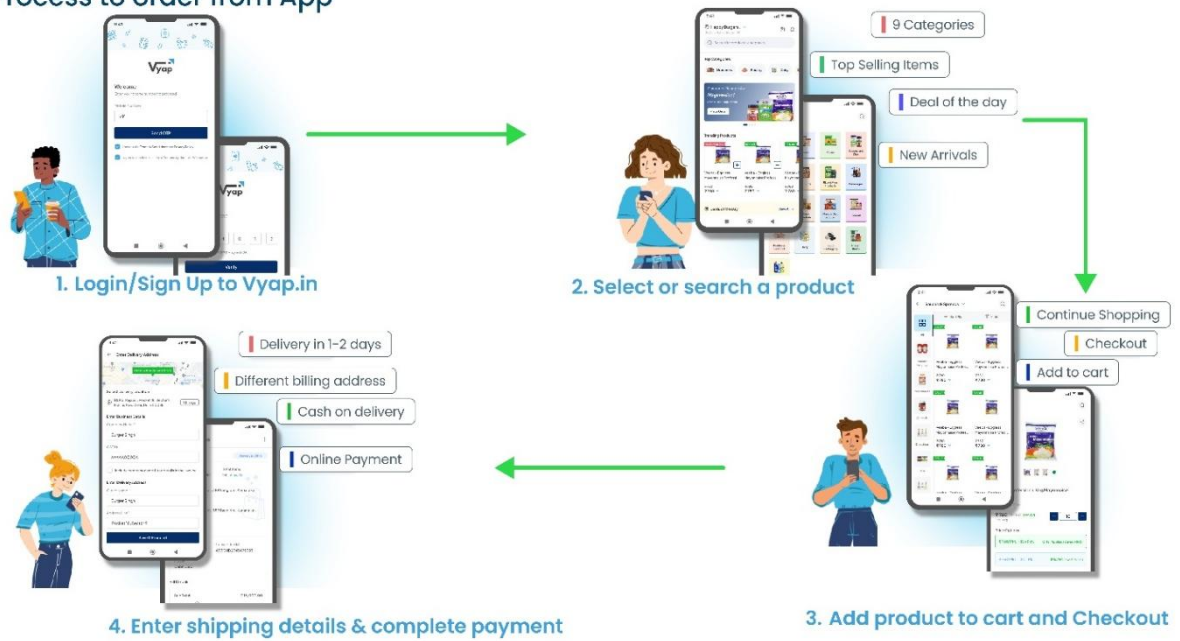


Figure 5: Process to Order from App



## Chapter 6

# HIGH FIDELITY UI SCREENS

### 6.1 Login Screens

The login screens in Vyap are designed with the focus on user convenience, security, and intuitive to navigation. The interface ensures that users can access their accounts to effortlessly while maintaining robust a protection for sensitive data.

#### Key Features of Vyap Login Screens

1. **User-Friendly Interface:**
  - Clean and minimalistic design for quick navigation.
  - Prominent login fields with clear labels for username/email and password.
2. **Multiple Login Options:**
  - **Email and Password:** Standard login for the registered users.
  - **Phone Number with OTP:** Simplified login for the faster access without remembering passwords.
  - **SSO (Single Sign-On):** Seamless login for the businesses with existing authentication systems.
3. **Security Features:**
  - **Two-Factor Authentication (2FA):** Adds an extra layer of security using OTP or the authenticator apps.
  - **Password Masking:** Ensures password visibility is a controlled during input.
  - **Secure Encryption:** Protects credentials a during transmission.
4. **Role-Based Redirection:**
  - After login, users are directed to the dashboards tailored to their role (e.g., procurement team, the inventory managers, finance team).
5. **Forgot Password Feature:**
  - Easy passwordfor recovery process via email t or phone number verification.
6. **Language Support:**
  - Multi-language support for users from the diverse backgrounds, ensuring inclusivity.
7. **Session Management:**
  - Option to remain logged in on trusted devices.
  - Auto-logout on inactivity to prevent unauthorized access.

#### Login Flow

1. **Step 1: User Identification**  
Enter email/phone number or select the SSO option.
2. **Step 2: Authentication**  
Input password or to verify OTP sent to the registered phone/email.



### 3. Step 3: Role-Based Access

Redirect to the relevant to dashboard based on user role (e.g., procurement, finance, etc.).

### 4. Optional:

Enable 2FA if it is not already activated.

## Additional Considerations for the Login Screen

### 1. Mobile Responsiveness:

Optimized for the smartphones and tablets, ensuring seamless access on thr any device.

### 2. Custom Branding:

For enterprise the users, login screens can include to custom logos and themes to match their business identity.

### 3. Error Messaging:

Clear and concise messages for failed login attempts (e.g., incorrect credentials, account lockouts).

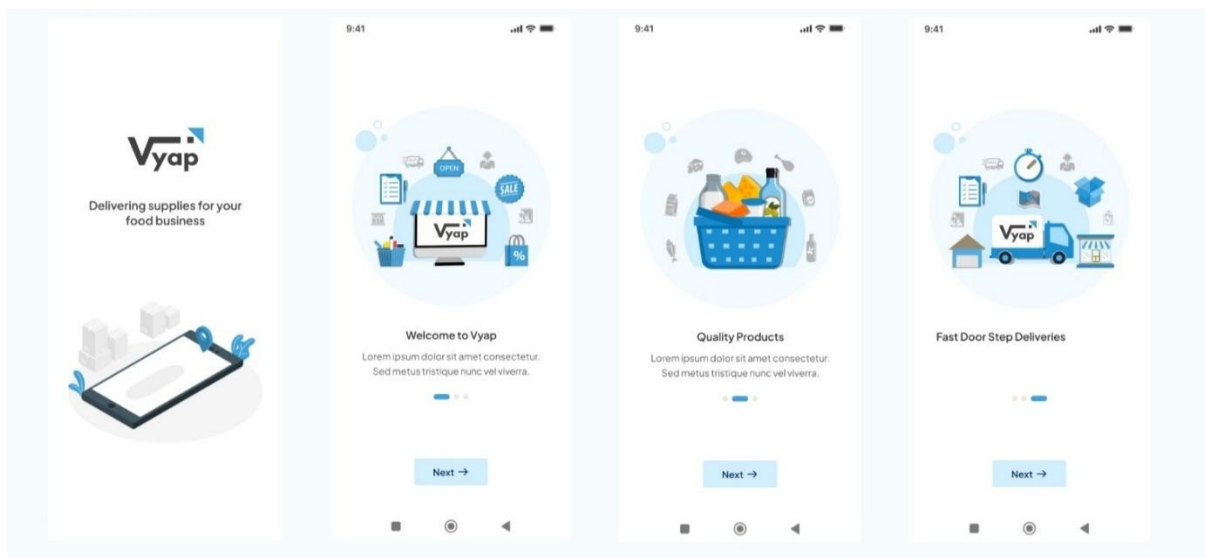


Figure 7: Animated Onboarding Screens

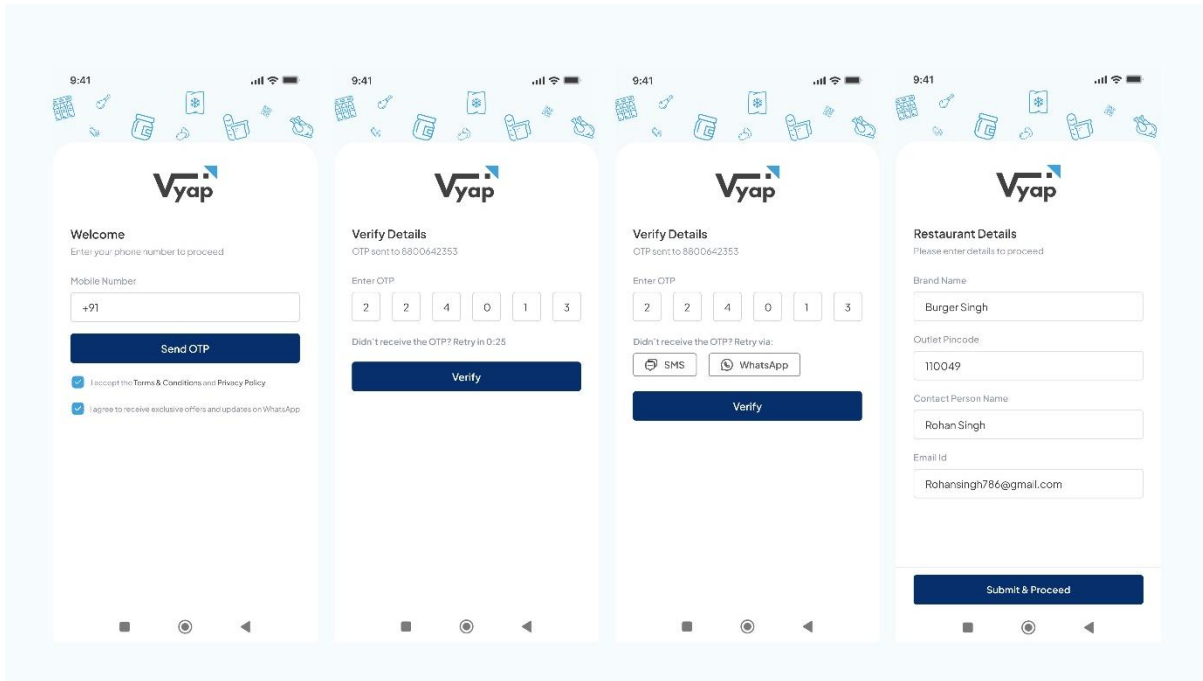


Figure 8: Login Screens

## 6.2 Home Screens

### Home Screens for Vyap

The home screen in Vyap acts as the central hub for users, providing quick access to essential features, tools, and data insights. It is designed with a clean layout, tailored to the user's role, ensuring that key information and actions are easily accessible.

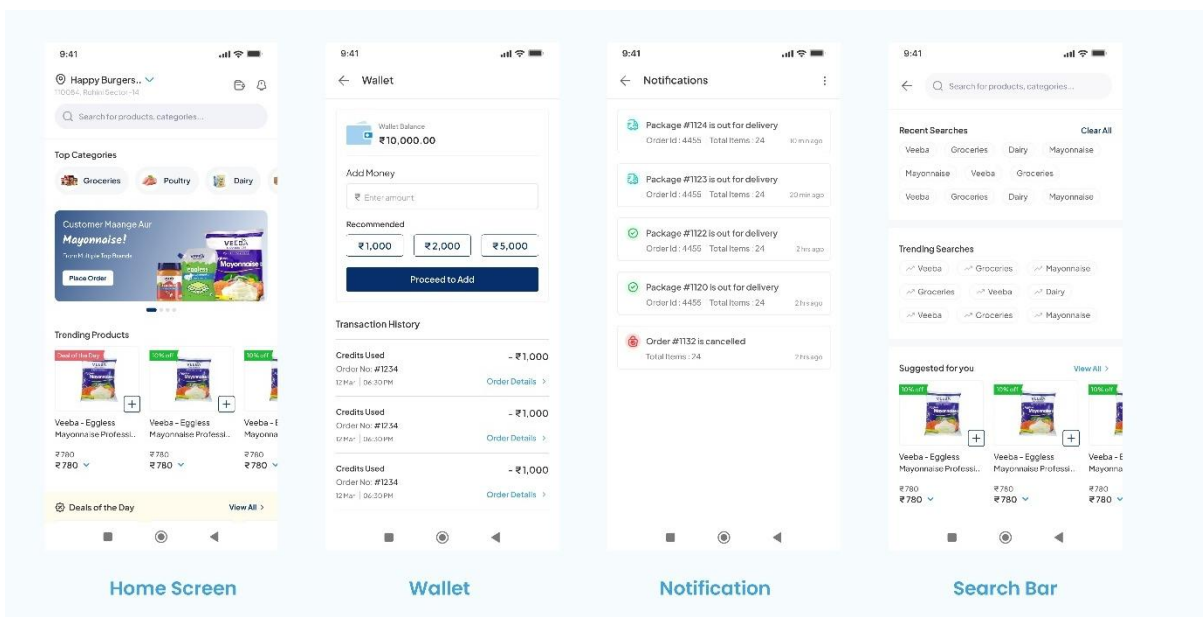


Figure 9: Home Screens

## 6.3 Product Page Screens

### Product Page for Vyap

The product page in Vyap serves as some centralized repository for all details to related to the items managed within the procurement system. It enables the efficient tracking, categorization, and the management of products, ensuring that all relevant to stakeholders have easy an access to accurate and up-to-date information.

### Key Features of the Vyap Product Page

1. **Product Details Section:**
  - Displays essential information, such as:
    - **Product Name:** Clear and identifiable title.
    - **SKU/Item Code:** Unique identifier for tracking.
    - **Category:** Grouping by type (e.g., perishable, non-perishable).
    - **Unit of Measure (UOM):** Specifies how the product is quantified (e.g., kilograms, liters).
2. **Stock Overview:**
  - Real-time data on:
    - Current stock levels.
    - Reorder thresholds and alerts.
    - Expiry dates for the perishable goods.
3. **Pricing Information:**
  - Vendor-specific pricing for each product.
  - Historical price trends to support the negotiation.
  - Discounts or offers from suppliers.
4. **Supplier Information:**
  - List of approved vendors supplying the product.
  - Supplier ratings and performance metrics.
5. **Purchase History:**
  - Overview of past orders related to the product.
  - Dates, quantities, and costs for a better forecasting.
6. **Integrated Actions:**
  - Quick links to:
    - Create a purchase request for the product.
    - Update product details.
    - Adjust stock levels.
7. **Product Images:**
  - High-quality visuals to ensure correct identification of the item.
8. **Custom Tags and Labels:**
  - Options for tagging items (e.g., high-priority, seasonal, or bulk order).

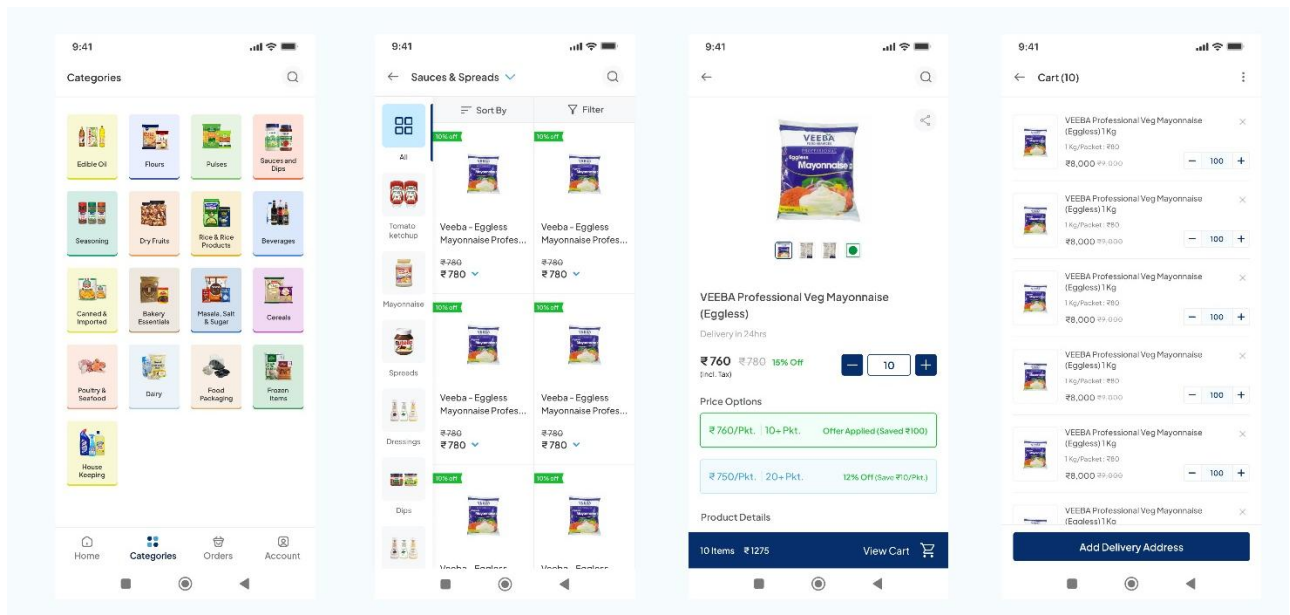


Figure 10: Product Screens

## 6.4 Add to cart

### Adding a Product to Cart to Delivery Address Screens in Vyap

Vyap ensures the seamless workflow from adding products to the cart to specifying the delivery address. The process is designed to be intuitive, reducing errors and speeding up procurement tasks for users.

#### Screens and Features

##### 1. Adding Products to Cart Screen:

- **Search and Filter Options:**
  - Locate products quickly using search functionality and filters like category, supplier, or price range.
- **Product Details View:**
  - Displays essential details such as product name, SKU, unit price, available stock, and vendor options.
- **Quantity Selection:**
  - Input field or dropdown to specify the quantity to be added to the cart.
- **Vendor Selection (if applicable):**
  - Option to choose from multiple suppliers for the same product.
- **Add to Cart Button:**
  - A prominent button to confirm the selection and add items to the cart.

##### 2. Cart Review Screen:

- **List of Added Products:**
  - Displays all the items added to the cart with all details: product name, quantity, unit price, total cost, and vendor.
- **Edit or Remove Options:**
  - Modify quantities or remove items from the cart directly.
- **Estimated Delivery Dates:**
  - Information on the when products can also be delivered based on supplier

availability.

- **Cart Total Calculation:**
  - Displays subtotal, taxes, discounts (if any), and final amount.

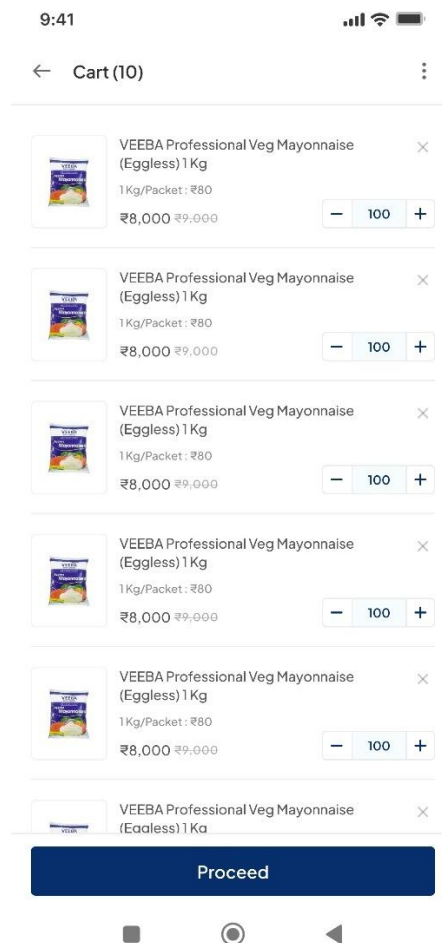


Figure 11: Add Cart Screens

## 6.6 Delivery Screens

### 1. Delivery Address Screen:

- **Address Selection:**
  - Dropdown to choose a from the pre-saved delivery addresses.
  - Option to add a new address with the fields for:
    - Contact person's name.
    - Phone number.
    - Address (with location pin for map integration).
    - Special instructions (e.g., delivery timings).
- **Validation:**
  - Ensures mandatory fields, which are filled before proceeding.
- **Default Address Option:**
  - Users can mark frequently and used addresses as default for the faster processing.
- **Save for Future Use:**
  - Option to save the new address for later use.

## 2. Confirmation Screen:

- **Order Summary:**
  - Overview of the products, quantities, vendors, and the total cost.
- **Delivery Address Confirmation:**
  - Shows the selected address and allows the editing if needed.
- **Proceed to Payment or Place Order:**
  - Finalize the process and initiate placement order.

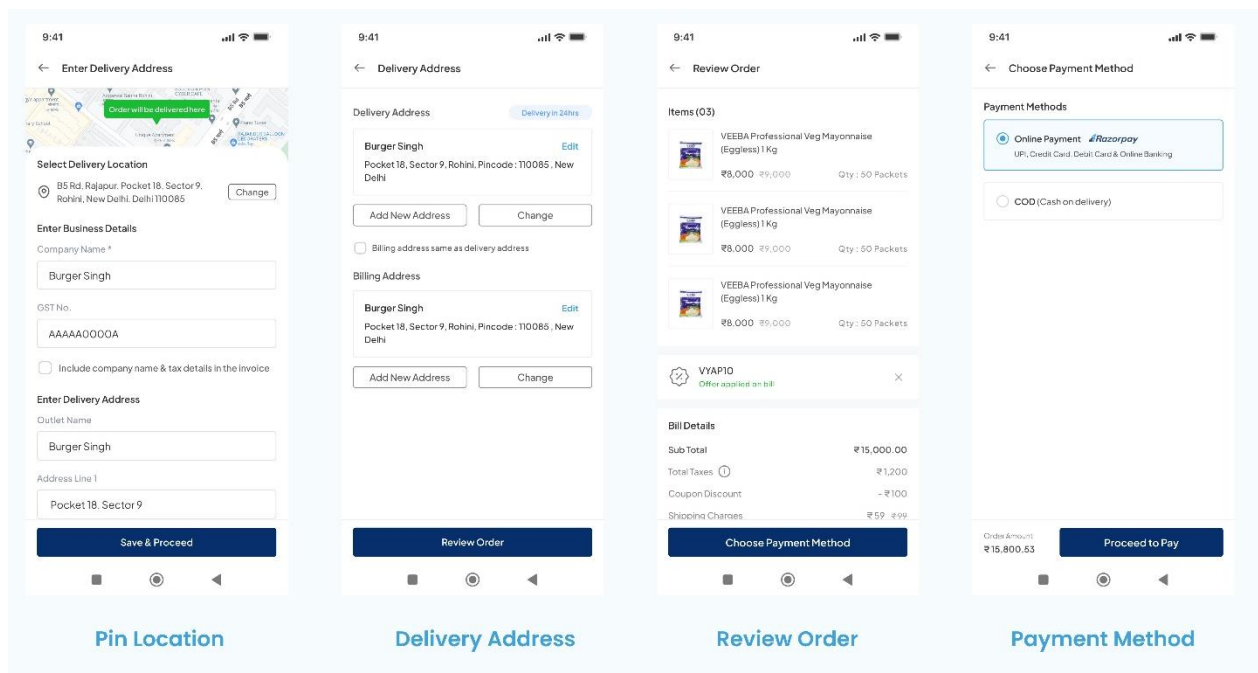


Figure 12: Delivery Screens

## 6.6 Order Detail Screens

The **Order Details Screens** in Vyap provide comprehensive, visibility into every aspect of an order, ensuring that users can track, review, and manage the orders efficiently. These screens cater to a different role, such as a procurement teams, a finance teams, and the business managers, by offering role-specific data and actions.

### Key Components of the Order Details Screen

#### 1. Basic Order Information

- **Order ID:** A unique identifier for the order.
- **Order Status:** Current stage, (e.g., Pending, Approved, Shipped, Delivered, Cancelled).
- **Order Date:** The date, when the order was created.
- **Expected Delivery Date:** Supplier provided delivery timeline.
- **Priority Level:** Tags like "High," "Medium," or "Low" based on urgency.

## 2. Product Details Section

- **Item List:**
  - Product name, SKU, and description.
  - Quantity ordered and price per unit.
- **Vendor Information:**
  - Name of the supplier fulfilling the order.
  - Vendor contact details for communication.

## 3. Order Cost Breakdown

- Subtotal for all the items.
- Applicable taxes and shipping charges.
- Discounts (if any).
- Total order cost.

## 4. Payment Information

- **Payment Status:** Paid, Unpaid, or Partially Paid.
- **Payment Method:** Details of the payment modes (e.g., bank transfer, credit card, or UPI).
- **Invoice Attachment:** Link or button to the view/download the invoice.

## 5. Delivery Information

- Delivery address.
- Special delivery instructions (if provided).
- Shipping the partner details (if available).

## 6. Timeline/Activity Log

- A chronological view of all the actions taken on the order, such as:
  - Order a creation.
  - Approvals and rejections.
  - Shipment the updates.
  - Delivery confirmation.

## 7. Actions and Controls

- **Edit Order (if applicable):** Modify the quantities or the products (based on permissions).
- **Approve/Reject (for approvers):** Buttons for quick action on pending orders.
- **Cancel Order:** Option to cancel the order with a reason.
- **Duplicate Order:** Create a new order on the based of the current one for the recurring items.

## 8. Support and Queries Section

- **Contact Supplier:** Quick link or the button to initiate communication.
- **Raise a Query:** Directly flag the issues, or ask questions related to the order.
- **Help Center Link:** Redirect to Vyap's support resources and for troubleshooting.

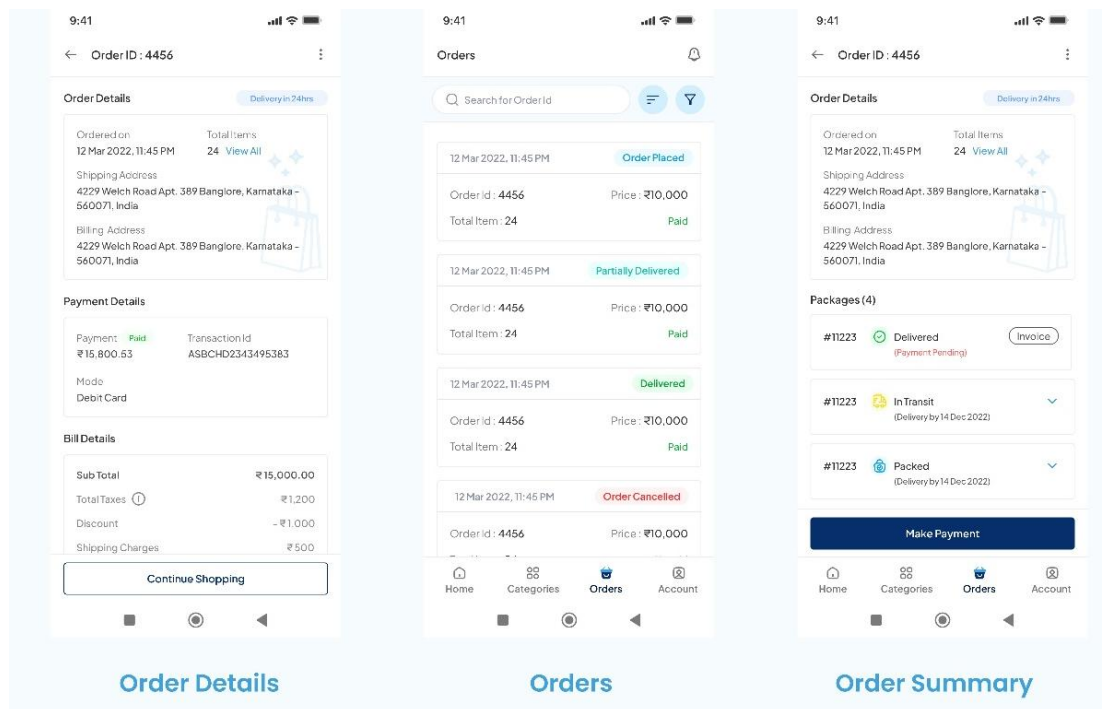


Figure 13: Order Detail Screens

## 6.7 Account Details Screens

### Account Details Screen in Vyap

The **Account Details Screen**, in Vyap provides users with the centralized view of their account-related information. This screen is tailored to ensure some transparency, easy updates, and for secure management of user and the organizational data.

#### Key Components of the Account Details Screen

##### 1. User Profile Section:

- **Basic Information:**
  - Name, email, phone number, and the role within the organization.
- **Profile Picture:**
  - Option to upload or the update the user's photo.
- **Change Password:**
  - Button to reset or the change the login credentials securely.

##### 2. Organization Information:

- **Company Name:**
  - Name of the F&B business are linked to the user account.
- **Business Details:**
  - GSTIN, tax information, and the business registration number.
- **Address:**
  - Organization's primary and secondary for office locations.

##### 3. Payment and Billing Details:

- **Payment History:**
  - A list of the transactions, subscription payments, and invoices.



- **Billing Plan:**
  - Details for the current subscription plan for Vyap.
- **Upgrade Options:**
  - Information on the available plans and features for the upgrades.

#### **4. User Permissions and Roles:**

- **Role Overview:**
  - Displays the user's permissions and access the level (e.g., Admin, Procurement Team Member, Finance Staff).
- **Team Management (Admin Users Only):**
  - Add, edit, or remove the team members and for the assign roles.

#### **5. Notifications and Preferences:**

- **Notification Settings:**
  - Toggle options for email, SMS, and in-app notifications.
- **Language and Regional Preferences:**
  - Set preferred language and the time zone.

#### **6. Security Settings:**

- **Two-Factor Authentication (2FA):**
  - Enable or to disable 2FA for the added security.
- **Login Activity:**
  - View recent login sessions and locations for the monitoring.
- **API Keys (for Advanced Users):**
  - Manage all API keys for system integrations.

#### **7. Help and Support:**

- **Help Center Link:**
  - Access the tutorials, FAQs, and guides.
- **Support Tickets:**
  - Raise and track the support queries directly from all the screen.

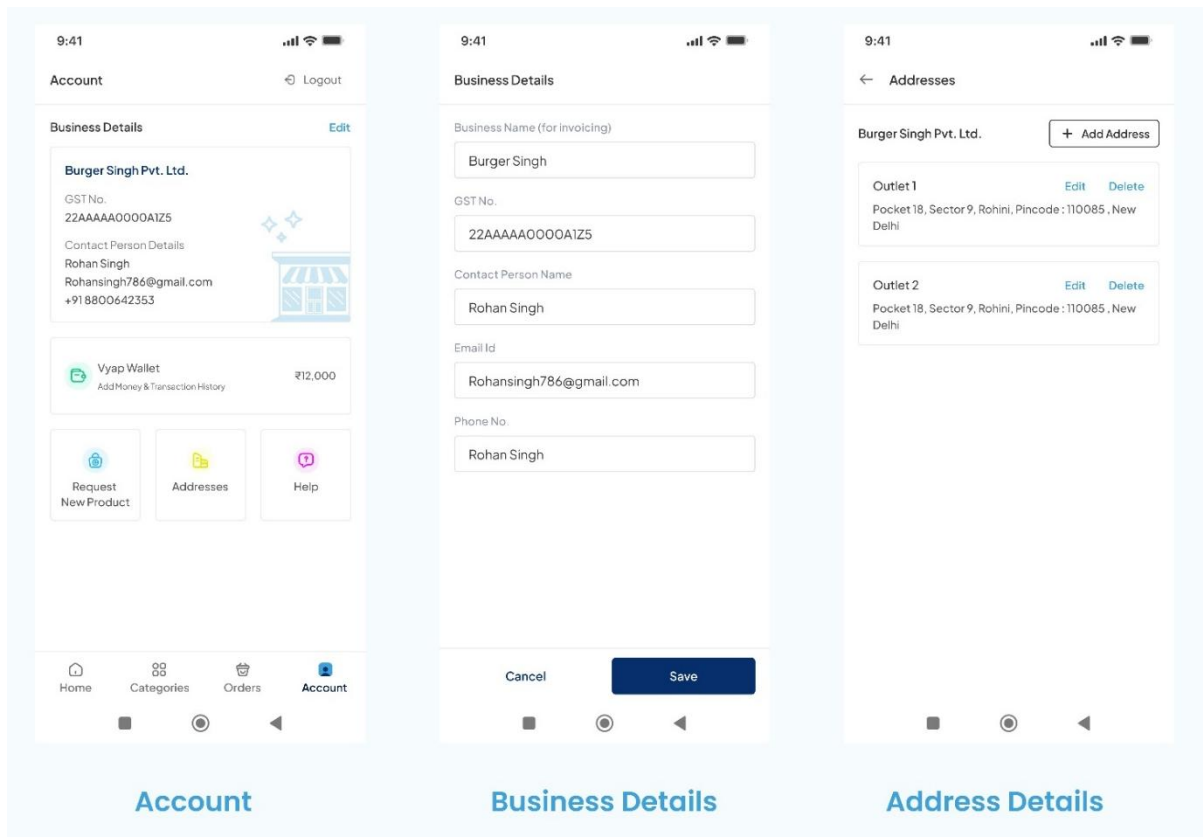


Figure 14: Account Detail Screens

## 6.8 Apply Coupon Screens

### Apply Coupon Screen in Vyap

The **Apply Coupon Screen** in Vyap allows all the users to utilize discounts, offers, or to promotional codes on the purchase orders, making all the procurement process more cost-effective and the transparent.

### Key Components of the Apply Coupon Screen

#### 1. Coupon Input Field:

- A dedicated text box for users to enter the coupon code.
- Placeholder text like “Enter your coupon code here.”

#### 2. Validation Mechanism:

- On entering code, the system:
  - Validates coupon's format.
  - Checks the eligibility for the current order (e.g., minimum spend a requirements or vendor-specific restrictions).
- Displays all success or error messages (e.g., "Coupon Applied Successfully!" or "Invalid the Coupon Code").

#### 3. Discount Details:

- After applying coupon, screen shows:
  - Discount amount.
  - Revised total price.
  - Coupon-specific terms (e.g., “Valid for orders above ₹5000”).

#### 4. Remove or Change Coupon:

- Users can remove the applied coupon and try a different one if needed.

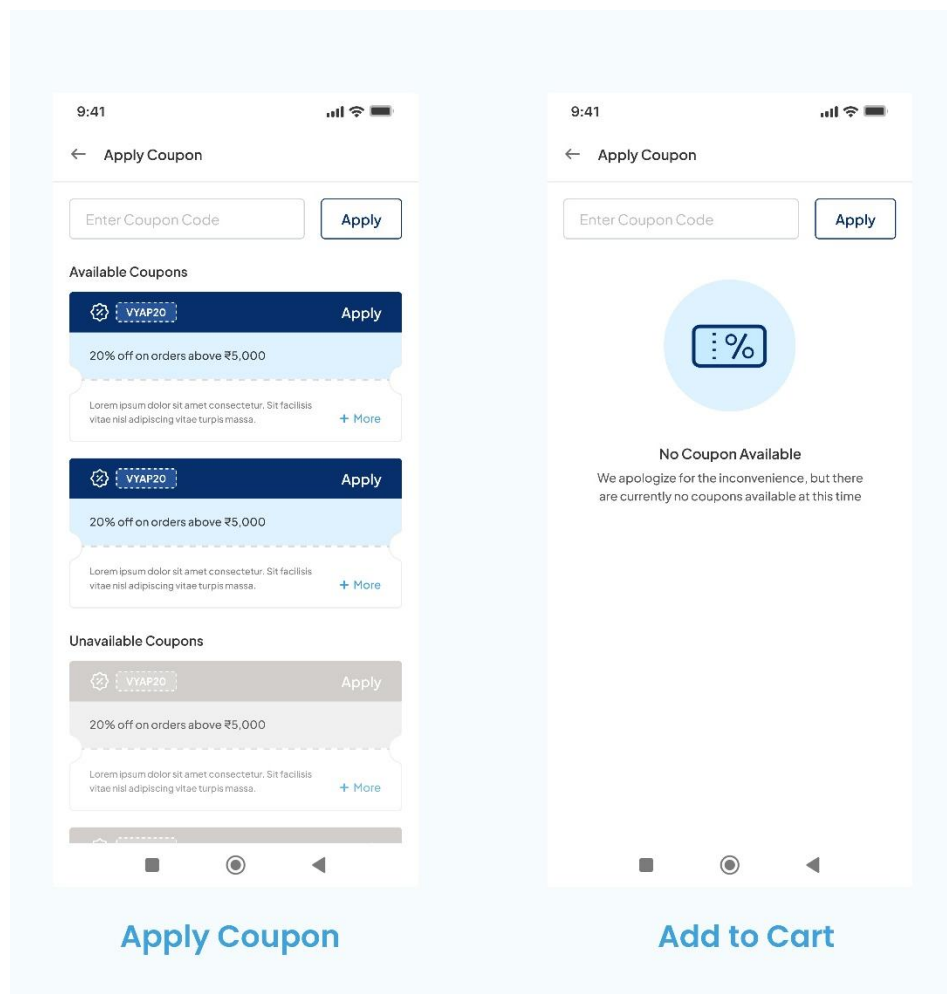


Figure 15: Apply Coupon Screens

## 6.9 Help and Support Screens

### Help and Support in Vyap

The **Help and Support** section in Vyap is who designed to assist users in the navigating platform, resolving issues, and for enhancing their overall experience. It combines self-help tools, guided assistance, and for customer support channels and to ensure a seamless experience.

#### Key Features of Help and Support

##### 1. Knowledge Base and FAQs:

- **Comprehensive Knowledge Base:**
  - Detailed guides, go to the articles, and troubleshooting tips.
- **Frequently Asked Questions (FAQs):**
  - Quick answers to all common queries about platform usage, payments, and the integrations.

##### 2. Contact Support:

- **Live Chat:**
  - Instant messaging with the support agent for a real-time assistance.
- **Email Support:**
  - Submit the detailed queries or issues via email with the guaranteed response of time.
- **Phone Support:**
  - Direct contact with the support representatives for complex of issues.

### 3. Ticketing System:

- **Raise a Ticket:**
  - Submit an issue with the detailed descriptions and all screenshots.
- **Track Ticket Status:**
  - Monitor progress, from the submission to resolution.
- **Priority Levels:**
  - Assign an urgency to tickets (e.g., High, Medium, Low).

### 4. Video Tutorials and Webinars:

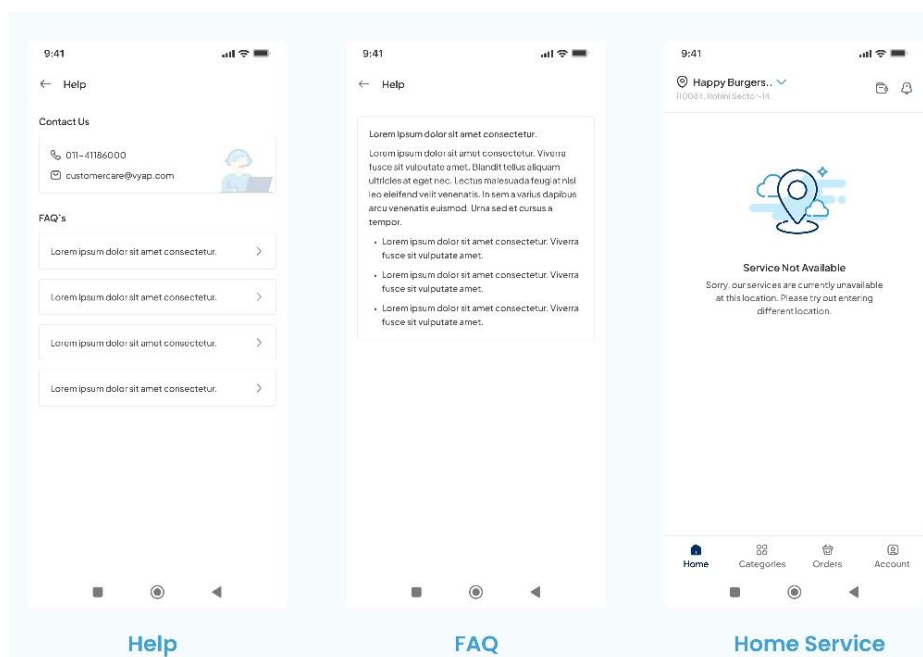
- Step-by-step instructional the videos for new users.
- Record the webinars on advanced features and for best practices.

### 5. Chatbots and Virtual Assistants:

- **AI-Powered Assistance:**
  - Responds to the common queries instantly.
  - Guides users for relevant articles and some resources in the knowledge base.

### 6. Community Forum:

- **User Discussions:**
  - Engage with other users to share the tips, best practices, and solutions.
- **Feature Suggestions:**
  - Submit the ideas for product improvements and vote suggestions from others.



*Figure 16: Help and Support Screens*

## Chapter 7

# CONCLUSION AND FUTURE SCOPE

### 7.1 Conclusion

Vyap has emerged as most powerful solution for streamlining procurement processes and the Food & Beverage (F&B) industry. By integrating key features like the product management, order tracking, user-specific roles, the seamless order-to-delivery workflows, Vyap ensures businesses can operate most efficiently. The platform's user-friendly interface, coupled with the real-time updates, dynamic product catalogs, and some detailed reporting, has helped out organizations achieve smoother procurement cycles with the and better cost control.

Vyap's support for the various stakeholders—like procurement teams, vendors, and business owners—all ensures that involved parties have relevant and accurate data on their fingertips. Features like coupons, order details, payment processing, and advanced security for further enhance Vyap's value. By offering the centralized and transparent management of the procurement and inventory tasks, Vyap plays important key role in reducing operational overhead and improving the procurement efficiency.

### 7.2 Future Scope

#### **Future Scope:**

##### **1. AI-Driven Predictive Analytics:**

Integrating AI and machine learning to predict the product in demand, optimize stock levels, and forecast the future procurement needs could more further enhance Vyap's capabilities. This would allow the businesses to plan more effectively and avoid some issues like stockouts or overstocking.

##### **2. Enhanced Integration with Third-Party Systems:**

Vyap can expand its integrations with the ERP, CRM, and system accounting to offer more holistic solution to business. This would help the businesses to manage their operations seamlessly without switching between the different platforms.

##### **3. Mobile App Development:**

Developing the fully-featured mobile app and would allow users to access Vyap's features on the go, increasing some flexibility for procurement teams and managers to track the orders, update inventories, and payment management from anywhere.

##### **4. Supply Chain Automation:**

Automating parts of the procurement, and supply chain process, such as auto-reordering based on the stock levels or predictive replenishment, could save the time and reduce human error, some creating a fully automated procurement system.

5. **Global Expansion and Multi-Currency Support:**

As Vyap grows, offering multi-currency and support and adapting the platform for different countries and will allow businesses operating globally to leverage Vyap's services. Expanding, the supplier network to accommodate thr international businesses could also increase the platform's reach.
6. **Sustainability Features:**

Introducing features to track sustainability metrics, such carbon footprints and waste reduction, could be some differentiating factor for Vyap. It would appeal to companies for focusing on sustainability and for socially responsible sourcing.
7. **Customization and Personalization:**

Offering more customization options, for businesses to tailor Vyap, to their specific needs (e.g., custom workflows, personalized dashboards) could make the platform, some more versatile for different industries and within the F&B sector.
8. **Enhanced Vendor and Product Management:**

Building tools to better assess and a manage vendor relationships, like vendor performance the analytics or contract management features, would help businesses better negotiate terms and improve the supplier relationships.