Minora

PLATFORM FEATURE GUIDE

Quick Commerce + eCommerce

One platform for instant local delivery and scheduled shopping

Customer App | Delivery App | PWA Website | Admin & Store Panels

Prepared by Minterminds LLP | October 2026

OVERVIEW

One platform, two ways to sell

Minora runs instant hyperlocal delivery (Quick Commerce) and regular scheduled delivery (eCommerce) from a single backend, across multiple stores, zones and countries. This guide lists every feature by module so the team and partners can see exactly what the platform does.

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apps & panels	features	sales channels	platforms

What's in the box

Component	Technology
Customer app	Flutter 3.x (Android & iOS)
Delivery partner app	Flutter 3.x (Android & iOS)
Customer website	Next.js PWA (App Router)
Admin, store & rider panels	Laravel (PHP), installable as PWA

Modules in this guide

Module	Who uses it
1. Customer App & Web	Shoppers on Android, iOS and browser
2. Delivery Partner App	Riders / delivery staff
3. Store Panel	Store and dark-store managers
4. Admin Panel	Business owner, operations, marketing, finance
5. Integrations	Payments, shipping, maps, SMS, AI, analytics

AT A GLANCE

Everything in one platform

The core building blocks that come with Minora out of the box.

Everything You Need, In One Powerful Platform



Hyperlocal Delivery

Quick delivery for anything, anytime with live tracking.



HyperCommerce Store

Full-featured eCommerce for groceries, electronics, fashion & more.



Unified User System

One user login for all services. Better retention and engagement.



Centralized Management

Manage delivery, store, users, orders & more from a single dashboard.



Single Infrastructure

Save on servers, domains and technical resources



Real-time Integration

Orders, inventory, users & payments are synced in real-time.



Cost Effective

Lower upfront cost and minimal maintenance expenses.



Smart Shopping Cart

Shop as a guest or sync your cart seamlessly across sessions.



Future Ready

Scalable, flexible and ready for future expansions.

Platform highlights

WHY MINORA

What Minora solves

Most businesses that want both instant delivery and regular online shopping end up running two separate systems. Minora replaces that with one connected platform.

The problem	How Minora solves it
Separate apps and systems that don't talk to each other	One connected platform for customers, riders, stores and admin.
Running several stores by hand	Every store controlled from a single admin dashboard.
Late deliveries and frustrated customers	Guided rider workflows, live tracking and zone-based dispatch.
Hard to grow beyond one city	Multi-store, multi-zone, multi-country and multi-currency from day one.
Low repeat purchase and engagement	Wallet, cashback, referrals, coupons and spin-wheel rewards.
Too many moving parts to manage	Orders, products, payments and delivery handled in one place.

Two separate solutions vs Minora

	Two separate solutions	Minora
Cost	Two products to buy and run	One platform covers both models
Management	Two admin systems	One dashboard
Infrastructure	Two servers, two domains	One server, one domain
Customers	Two separate user databases	One account and data set
Integration	Custom glue work between systems	Connected out of the box
Maintenance	Two update cycles	One update for everything
Experience	Customers juggle two apps	One app with a Quick / eCommerce switch
Time to market	Longer to launch and scale	Faster launch

MODULE 1

Customer App & Web (PWA)

The shopping experience, delivered as a Flutter app for Android and iOS and a Next.js progressive web app. Both share the same backend, catalogue, cart and account.

Quick Commerce + eCommerce in one
Customers switch between instant local delivery and scheduled standard shopping inside the same app, so one platform runs both business models.

Admin-driven home screen
Banners, featured categories, promo blocks and layout are changed from the admin panel and appear on web and apps immediately, with no app update.

Search & product discovery
Keyword and voice search, category filters, product variants, quick view and recently viewed items help shoppers reach the right product fast.

Guest cart with sync
Shoppers can browse and add to cart without signing up; the cart merges into their account on login and follows them across devices.

Payments, COD & coupons
Multiple online gateways, wallet balance, Cash on Delivery, coupon codes and cashback at checkout.

Live order tracking
Real-time order status, the delivery partner's live location on a map, one-tap calling and a support chat link from the order.

Cancellations, returns & reorder
Cancel orders, return individual items, reorder in one tap and download invoices.

Self-pickup with OTP
Customers can collect orders at the store; handover is verified with a one-time code to prevent wrong or disputed pickups.

Wallet & cashback
Built-in wallet to add money, receive cashback and refunds, and view the full transaction history.

Refer & earn
Each customer gets a referral code; successful sign-ups through it earn rewards.

Ratings & photo reviews
Verified buyers rate products and attach photos, building trust for new shoppers.

In-app support chat
Customers message the support team from their account, an order, or the tracking screen.

Spin wheel
Gamified reward wheel configurable from the admin panel to drive engagement and repeat orders.

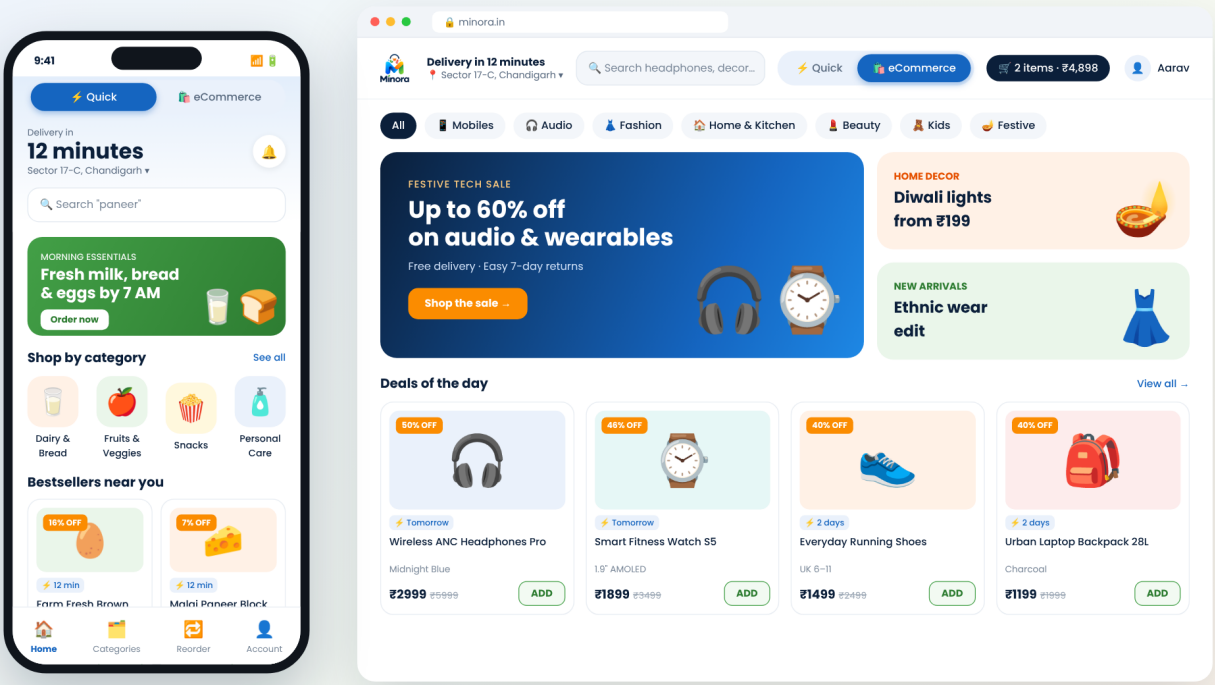
Back-in-stock alerts
Shoppers tap "Notify me" on out-of-stock items and are alerted when they return.

Billing & shipping addresses
Separate billing and delivery addresses, with estimated delivery dates shown on orders.

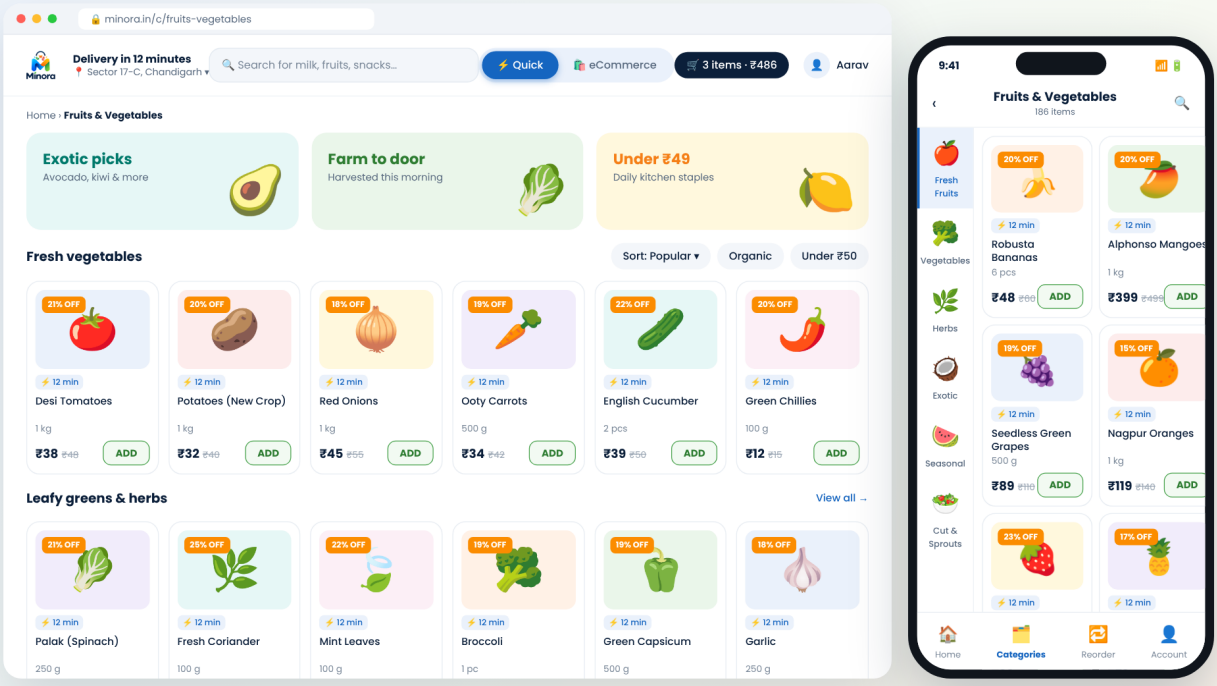
Languages, RTL & dark mode
Multiple languages, right-to-left layouts, and light/dark themes.

Blog & FAQ
Built-in blog for guides and announcements, plus an FAQ section to cut repeat support questions.

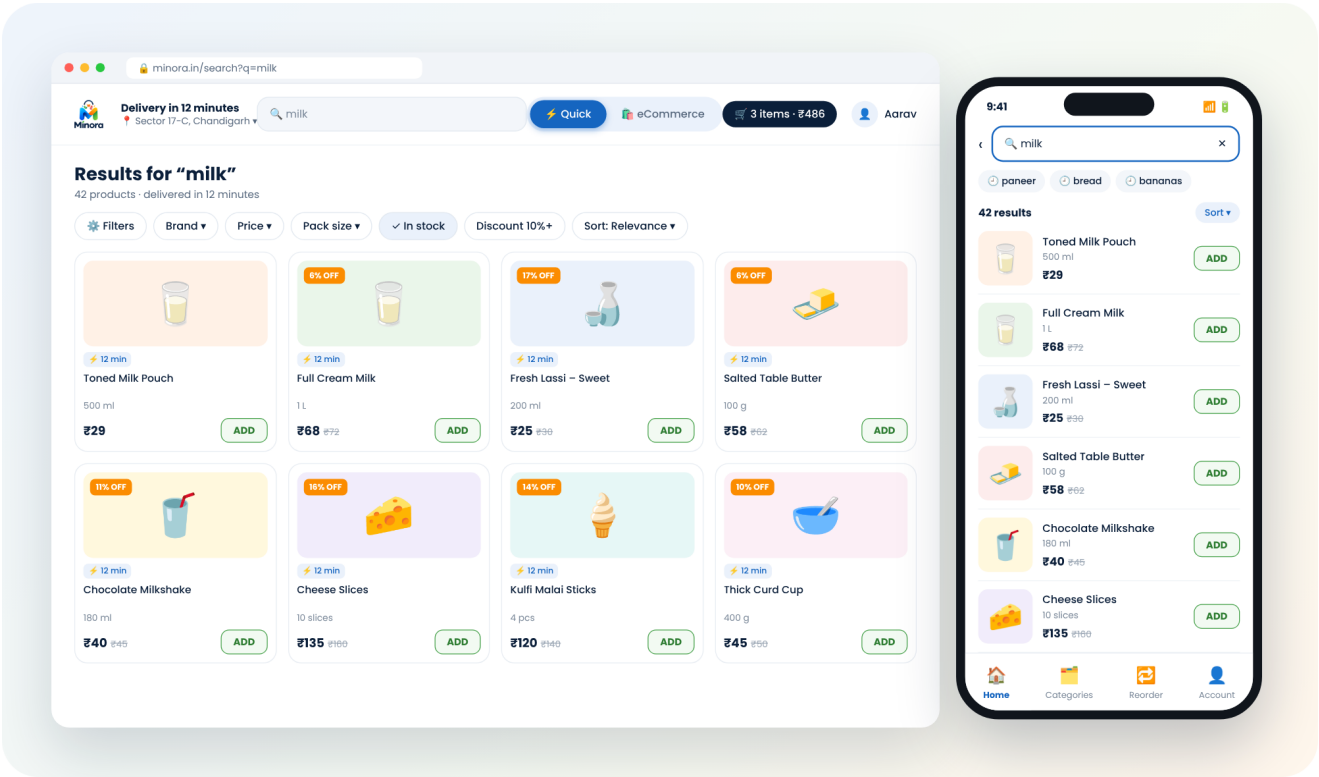
Customer App & Web (PWA): screens



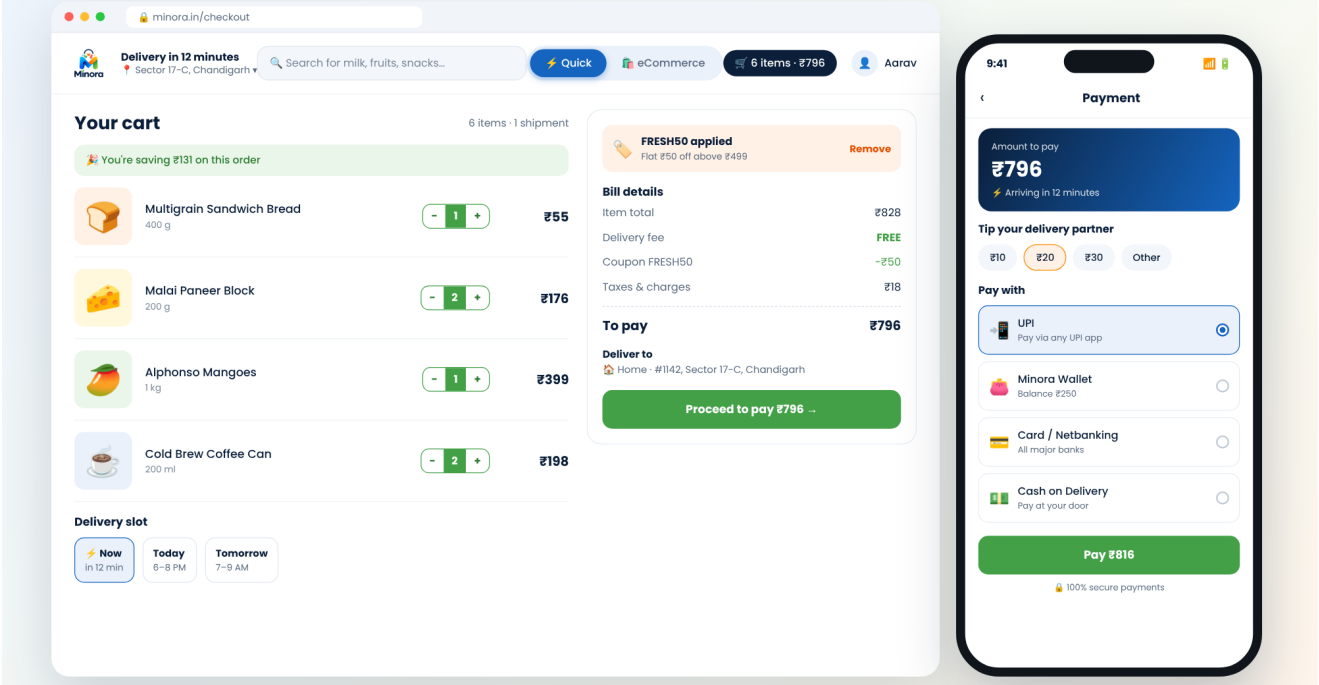
Home: Quick mode on the app, eCommerce storefront on the web, switched with one toggle



Category storefront with themed banners, side category rail on the app



Search with filter chips on the web and a quick-add list on the app



Cart with delivery slots, coupons and bill details; app payment with UPI, wallet and COD

MODULE 2

Delivery Partner App & Panel

A dedicated Flutter app (plus a web panel) for riders, covering onboarding, the delivery run, cash handling and payouts.

Self-registration
Riders sign up on their own with personal details, ID documents and bank details, then wait for admin approval.

Guided delivery flow
Step-by-step run: accept order, navigate, verify with OTP, confirm delivery, and handle return pickups.

QR parcel scan
Scanning a parcel's QR code opens the full order details instantly during delivery.

Earnings & COD tracking
Live view of commissions, wallet earnings and cash collected on delivery, which simplifies reconciliation.

Withdrawal requests
Riders request payouts from their wallet in the app; admins approve them from the dashboard.

Rider support chat
Direct chat channel with admins for delivery or operational issues.

MODULE 3

Store Panel

Each physical store or dark store gets its own login to run its part of the operation, while the admin keeps central control.

Store-wise login
Separate credentials per store so local teams only see and manage their own location.

Store-level operations
Store details, opening hours, contact information, product availability and map location are set per store.

Pickup handover
Self-pickup orders are released at the counter against the customer's OTP.

MODULE 4

Admin Panel

The control centre for catalogue, orders, stores, delivery, marketing, finance and staff. Also installable as a PWA.

Dashboard & analytics

Live business dashboard
Orders, revenue and customer activity at a glance in real time.

Quick vs eCommerce insights
Side-by-side performance of the two sales channels.

Top performers & low stock
Best-selling products, top stores, most valuable customers, and low-stock alerts per location.

Catalogue

Complete product management
Variants, attributes, pricing, taxes, images and stock, with bulk CSV/Excel import and export, including per-channel and slab pricing.

AI product content & SEO
Generates product descriptions, blog posts, SEO metadata and translations using Google Gemini.

Cross-sell & up-sell
Related and complementary product suggestions to raise average order value.

Orders & fulfilment

Unified order management
One screen for Quick and eCommerce orders: update status, assign riders, generate invoices and process cancellations.

Shipments dispatch
Dispatch screen that groups orders by what they are waiting for.

Returns & refunds
Structured approval flow with wallet refunds, restocking and courier tracking for return pickups.

Invoices & receipts
Configurable invoice settings and delivery order receipts.

Stores, zones & delivery

Multi-store management
Unlimited stores managed centrally, each with its own details, hours and stock.

Map-based delivery zones
Draw service zones on a map, prevent overlaps, and set different coverage for Quick and eCommerce.

Delivery method per zone
Choose own riders, a courier partner or manual tracking for each zone.

Flexible delivery pricing
Flat, slab, city or area based charges, plus surge pricing.

Marketing

Coupon & promotion engine
Percentage, fixed and free-delivery offers with audience targeting, schedules, zones and channel rules.

Visual home page builder
Arrange storefront sections, banners and product tabs per channel, language and zone, with draft/publish and a live preview.

Notification centre
Push, email and SMS templates for orders, promotions and account events.

People & finance

Delivery partner management
Approvals, commissions, salaries, payouts, account status and performance.

Wallet withdrawal approvals
Review and approve customer and rider withdrawal requests.

Roles & permissions
Unlimited staff accounts with granular role-based access.

Two-factor admin login
Extra security step on admin sign-in.

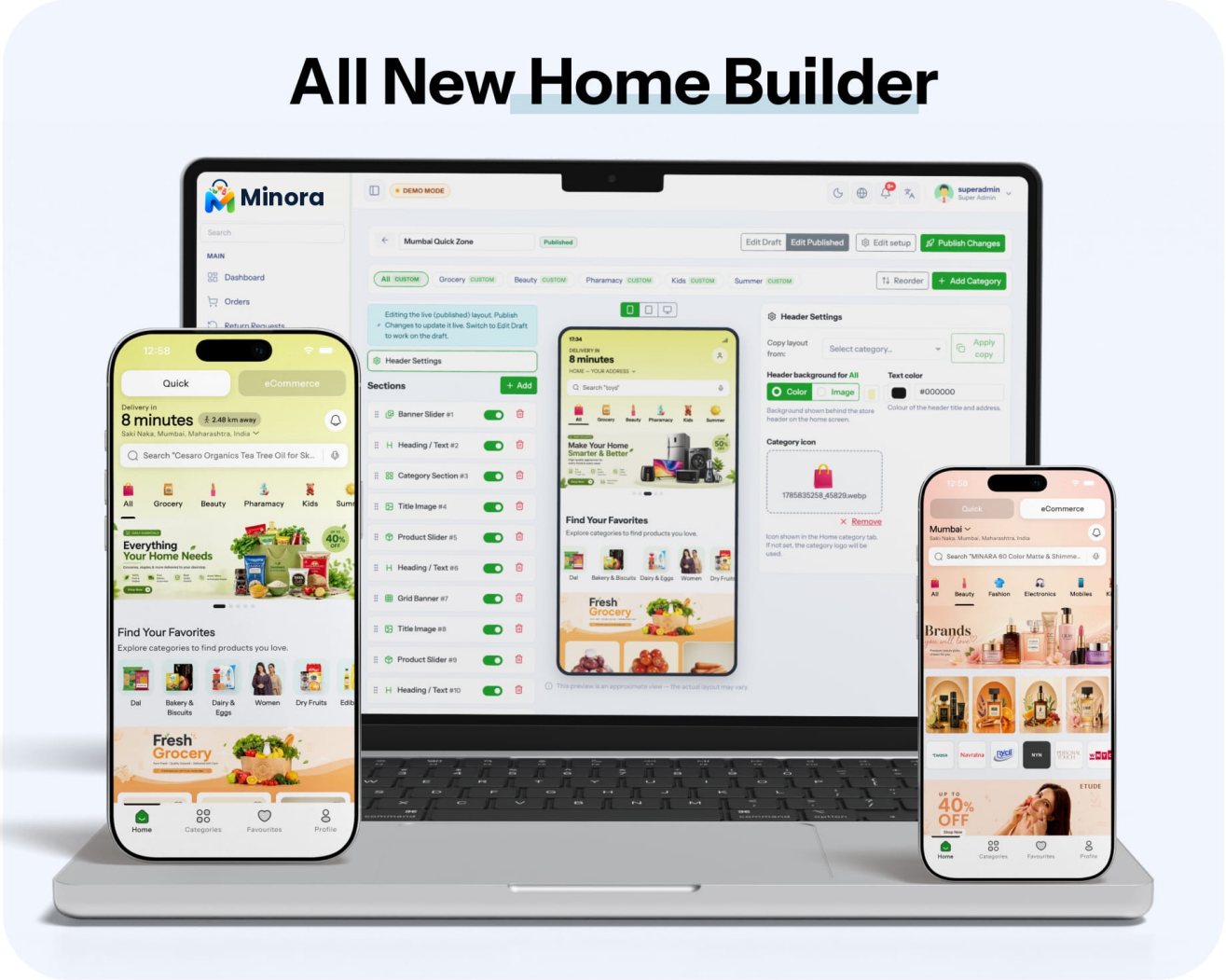
Global setup

Multi-country
Per-country currency, time zone, payment gateways, date format and policies.

Country-wise tax rules
Tax configuration per country applied across app, web and admin.

Multi-language
Add languages and manage translations, with machine-translation assistance.

Admin Panel: screens



Home builder: edit sections per zone and category, preview, then publish to app and web

MODULE 5

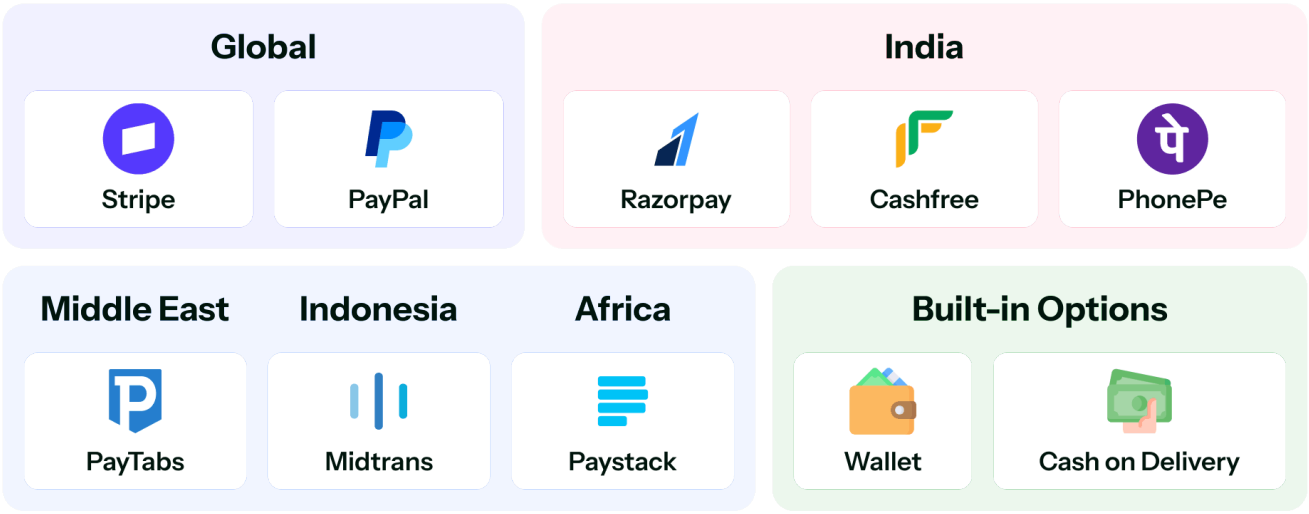
Integrations & Add-ons

Services the platform connects to. Third-party services need your own accounts and API keys; their usage fees are paid directly to each provider.

Service	Type	Used for
Payment gateways	Built-in	Stripe, PayPal (global); Razorpay, Cashfree, PhonePe (India); PayTabs (Middle East); Midtrans (Indonesia); Paystack (Africa); plus Wallet and Cash on Delivery.
PayU	Add-on	Additional payment gateway plugin (admin, app, web).
Shiprocket	Add-on	Courier shipping integration (admin, app, web).
SMS gateways	Third-party API	Twilio, Fast2SMS, 2Factor, MSG91 for OTPs and alerts. Billed per message.
Firebase Authentication	Third-party API	Mobile OTP login. May require the Blaze (pay-as-you-go) plan.
Google Maps Platform	Third-party API	Maps, geolocation and place search in apps, web and admin. Own API key, usage billed.
Google Gemini AI	Third-party API	AI product/blog content and translation. Own API key, usage billed.
Facebook App Events	Built-in	Event tracking in customer and delivery apps for ads attribution.

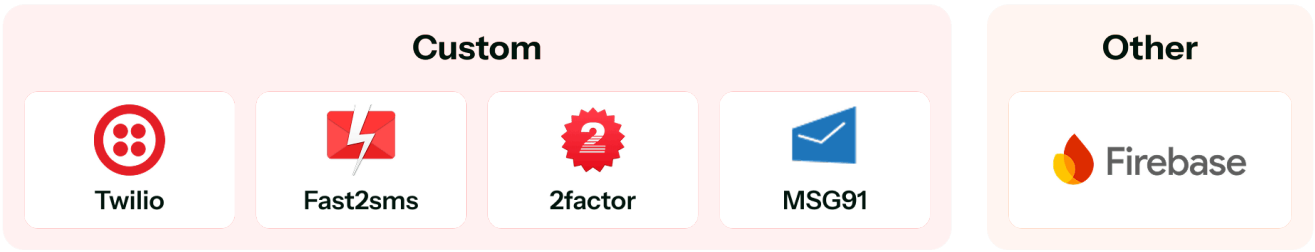
Running costs for hosting, maps, SMS, AI and payment gateways are billed separately by each provider.

Accept Payments Anywhere in the World



Supported payment gateways by region, plus wallet and cash on delivery

SMS Gateways



Supported SMS gateways for OTP and notifications