



Global Shipping Application

User Experience



accenture digital

UX Team :

UX Lead : Gaurav Lal

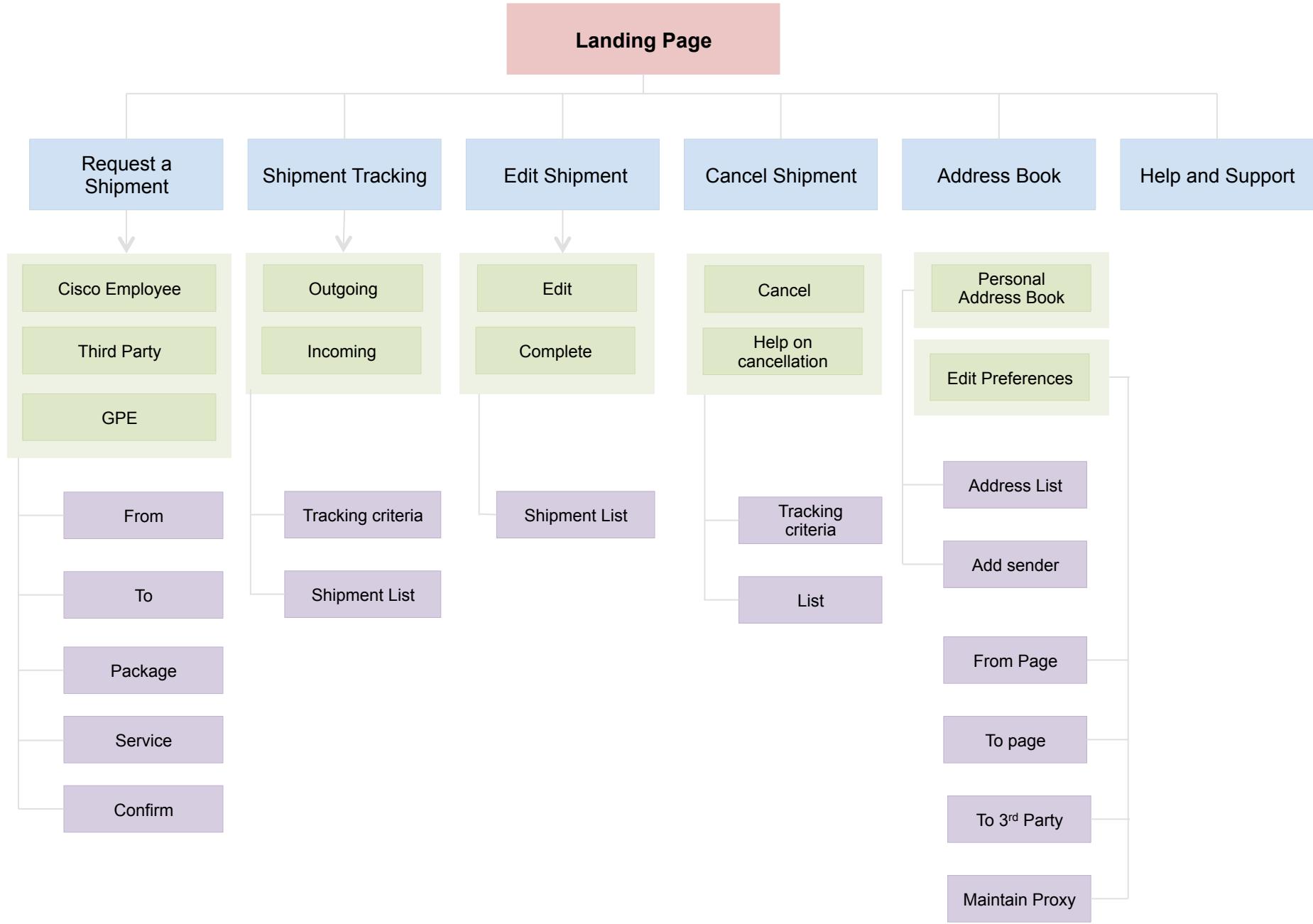
Creative Lead : Babu Thotakura

Information architecture : Madhuri Krishna, Bala Sundaram

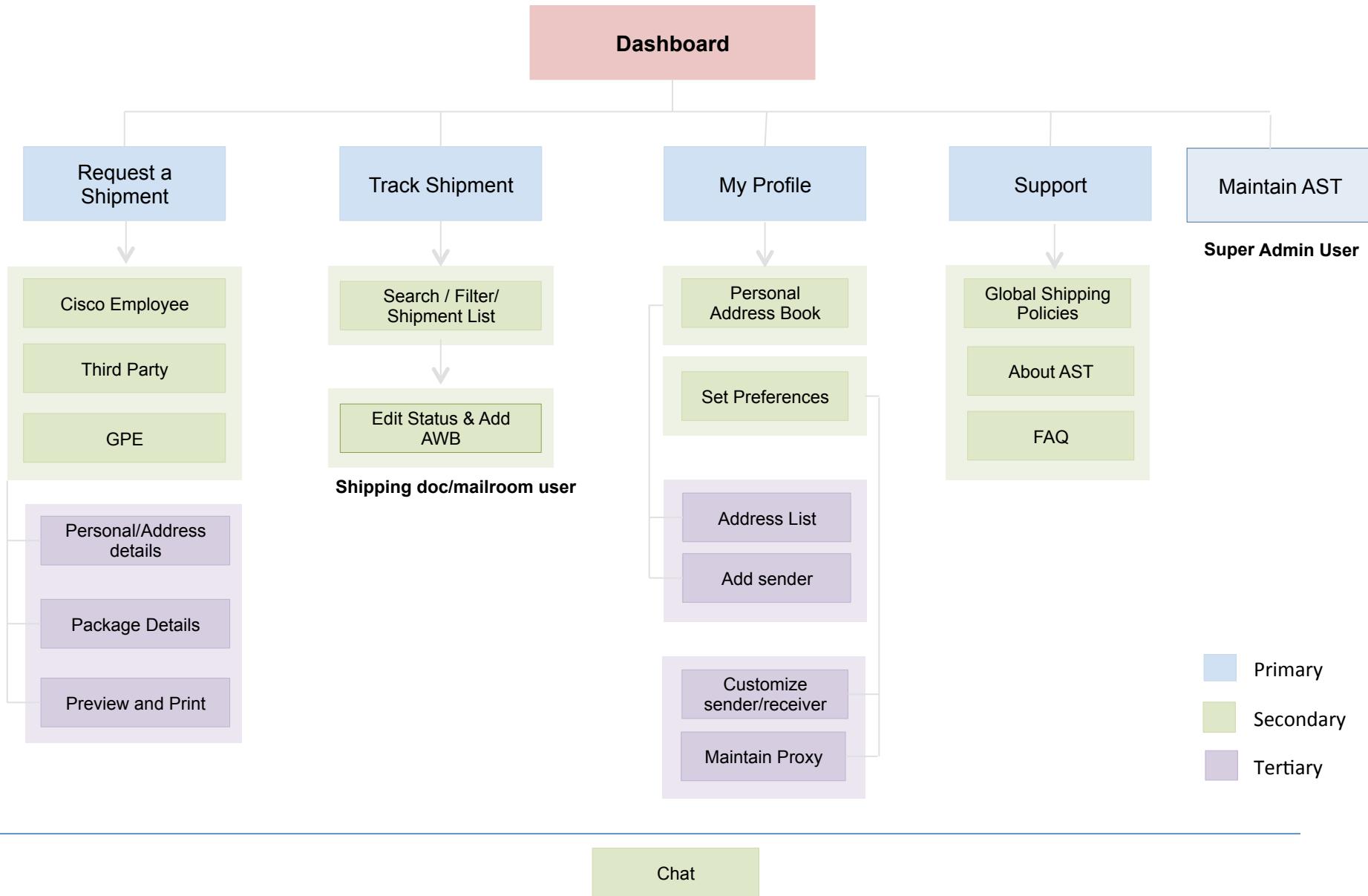
Visual designer : Bharath Kumar, Venkat

- One click to Ship
- Click to chat option to resolve the queries immediately
- Give an option to use QR code reader to scan and enter product details/identify the package in mail room and populate the details on device
- Take a picture of the package and upload in the request for easy identification
- Check list of shipping policy in the request page for easy access
- Render the app on mobile and tablet to use it on the go
- Personalized dashboard for the different type of users.
- Reduce the number of steps in raising a request

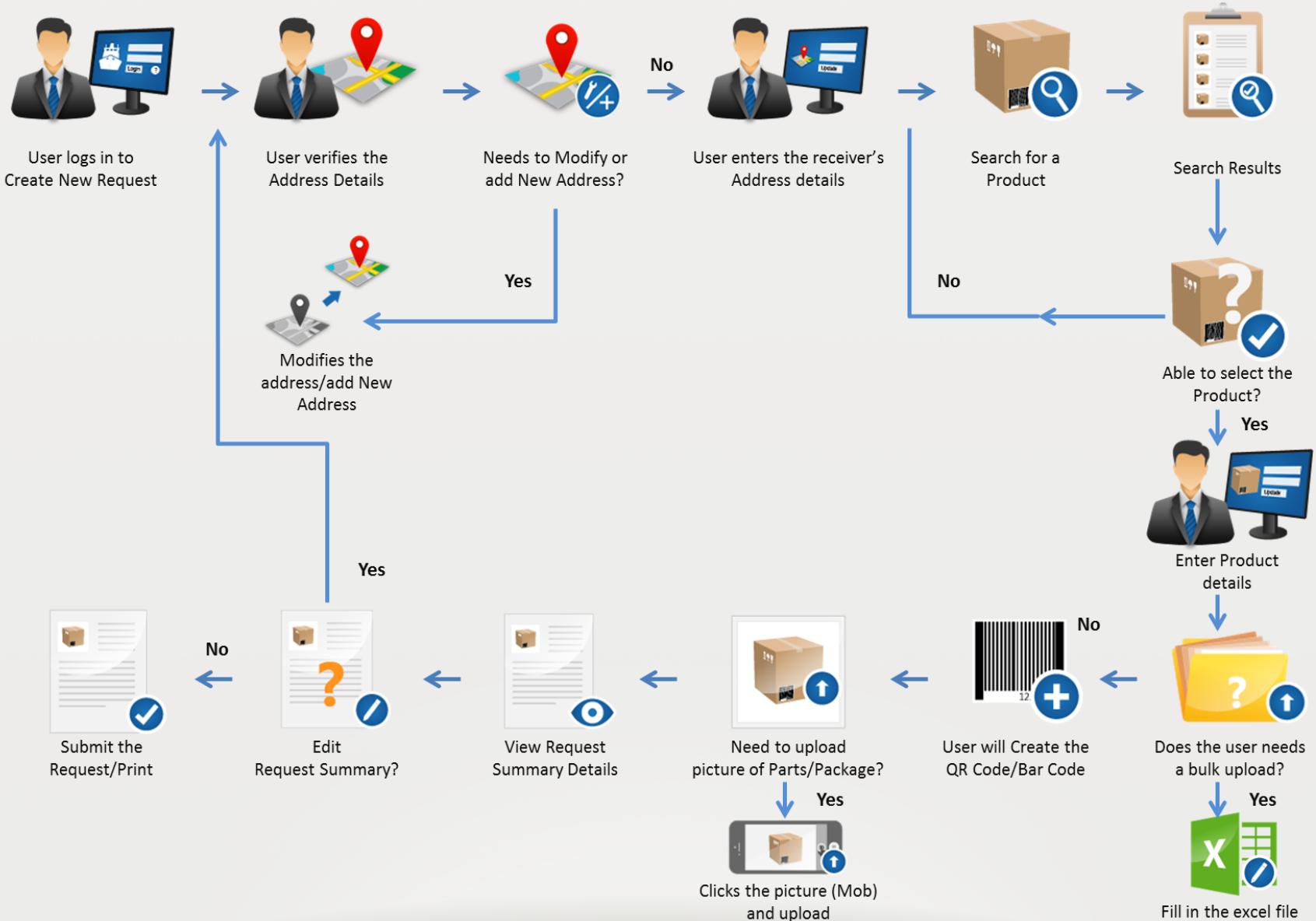
Existing Architecture



New Architecture

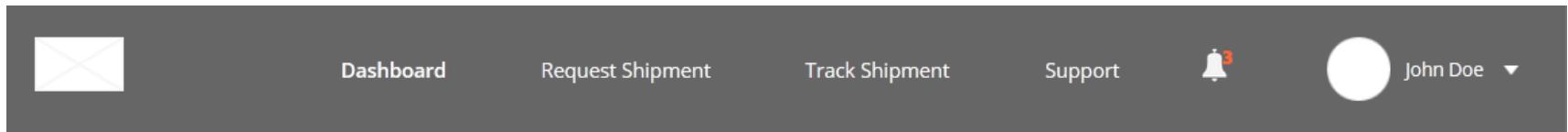


Task Flow



WIREFRAMES

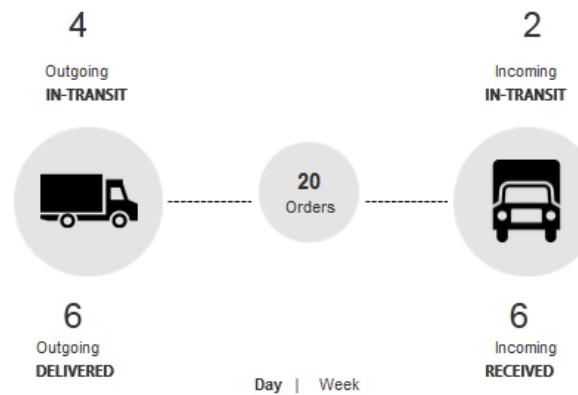
Dashboard – Mailroom Users



AST Customs Disclaimer - Completed

Search

SHIPMENTS



TRACK YOUR SHIPMENT

Enter Your Docket No./ AWB No.

Enter Shipment No

TRACK SHIPMENT

SHIPMENT REQUESTS

Request No	Requestor Name	Priority	Status	▼
123123-BNG-NY	Madhuri Krishna	Overnight	Pending	
123341-IND-SPAIN-I	Rama Jain	Saturday Service	Processed	
763827-BNG-PUN	Bala sundaram	2 day Service	Pending	

NOTIFICATION

3



AWB no, update for shipment no.12345

Shipment no.125783 details modified - Kim 23 Nov 2013

Julie receive the package with shipment no.97987 - Kimberly

[View All Notifications >](#)

DEVICE USAGE

TRAINING / UPDATES

Create Shipment – Package Details

[Dashboard](#)

[Request Shipment](#)

[Track Shipment](#)

[Support](#)



 John Doe ▾

Request a Shipment

You can request a shipment in 3 simple steps

1. Shipping Details 2. Package Details 3. Preview & Print

 **Shipping Policy Checklist**

Requestor Details	Select Profile	Profile 1		
Please click 'Edit' icon to modify the requestor's details : You have selected Profile Self John Doe Jdoe SJ-05, 3rd floor, 387 Mail Stop SJC05/3325 East Tasman Drive SAN JOSE, CALIFORNIA 95134 UNITED STATES Work: +1 407 526 8172 Mobile: +1 407 526 8172				

Receiver Details	Select Profile	Profile 1		
Charge to <input type="radio"/> Requestor <input type="radio"/> Receiver <input type="radio"/> Others				

Next

Create Shipment – Shipping Details

[**Dashboard**](#)[**Request Shipment**](#)[**Track Shipment**](#)[**Support**](#) [John Doe ▾](#)

Request a Shipment

You can request a shipment in 3 simple steps

- 1.** **Shipping Details**
- 2.** **Package Details**
- 3.** **Preview & Print**

[**Shipping Policy Checklist**](#)

Requestor Details		Select Profile	Profile 1		
First Name	John	Last Name	Doe		
CEC Id	jodee	Site	SJ-SYCAMORE-02		
Building	San Jose	Floor	1		
Cube	B9-17	Company	Cisco Systems		
Contact No - Off	+1-408 527 5763	Mobile			
Address Line 1	755 Sycamore Drive	Address Line 2			
City	Milpitas	State	CA		
Postal/Zip Code	95535	Country	United States		

Save **Add New Profile**

Receiver Details		Select Profile	Profile 1		
------------------	--	----------------	-----------	--	--

Create Shipment – Shipping Details

[**Dashboard**](#)[**Request Shipment**](#)[**Track Shipment**](#)[**Support**](#) [John Doe ▾](#)

Request a Shipment

You can request a shipment in 3 simple steps

- 1.** **Shipping Details**
- 2.** **Package Details**
- 3.** **Preview & Print**

Shipping Policy Checklist

Requestor Details	Select Profile	Profile 1		
Receiver Details				
Find the people by	Select Profile	Profile 1		
First Name <input type="text"/>	Last Name <input type="text"/>	CEC ID <input type="text"/>		
John Doe Robert Jodoro SJ-05, 3rd floor, 387 Mail Stop SJC05/3325 East Tasman Drive SAN JOSE, CALIFORNIA 95134 UNITED STATES Work: +1 407 526 8172 Mobile: +1 407 526 8172				
Courtesy Copy				
Emilia Clarke <input checked="" type="checkbox"/>				
First Name <input type="text"/>	Last Name <input type="text"/>	CEC ID <input type="text"/>	<input type="checkbox"/> Notify email	+ ADD

Create Shipment – Shipping Details

Dashboard Request Shipment Track Shipment Support John Doe ▾

Request a Shipment

1 2 3
Shipping Details Package Details Preview & Print

2. Package Details

Please read the instructions carefully before sending the package

Page Instructions i Important Notes i

Bulk Upload (Please use this option if you have bulk files to send)

US_To_Germany_01012015.xlsx x Upload Download Template

Package 1
Total no of Items: 4 Add New Package Rename Delete

S.No	Mfcg. Country	Product Type	Part Type	Product Name	Product Number	Serial Number
	Select a Country ▼	Box ▼	Cisco ▼	Enter Product Name	Enter Product Number	Enter Serial Number
	► Advanced Search : Cisco Parts	+ Add New Item				

Previous Next

Create Shipment – Shipping Details

Dashboard Request Shipment Track Shipment Support John Doe ▾

Request a Shipment

1

Shipping Details

2

Package Details

3

Preview & Print

2. Package Details



Shipping Policy Checklist

Please read the instructions carefully before sending the package

Page Instructions

Important Notes

Bulk Upload (Please use this option if you have bulk files to send)

US_To_Germany_01012015.xlsx

Upload

Download Template



Package 1

Total no of Items:

Add New Package

Rename

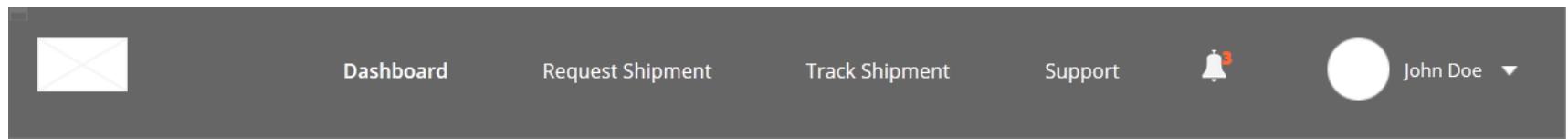
Delete

S.No	Mfgc. Country	Product Type	Part Type	Product Name	Product Number	Serial Number	
1	Select a Country	Box	Cisco	Enter Product Name	Enter Product Number	Enter Serial Number	

	Package 2	Total no of Items:	
--	-----------	--------------------	--

S.No	Mfgc. Country	Product Type	Part Type	Product Name	Product Number	Serial Number	
1	Select a Country	Box	Cisco	Enter Product Name	Enter Product Number	Enter Serial Number	

Create Shipment – Shipping Details



Request a Shipment

1 Shipping Details 2 Package Details 3 Preview & Print

2. Package Details

Project Name

Special Shipping Instructions

Please read the instructions carefully before sending the package

Page Instructions



Important Notes



Bulk Upload (Please use this option if you have bulk files to send)

US_To_Germany_01012015.xlsx



Upload



Package 1

Total no of Items:

4

Add New Package

Rename

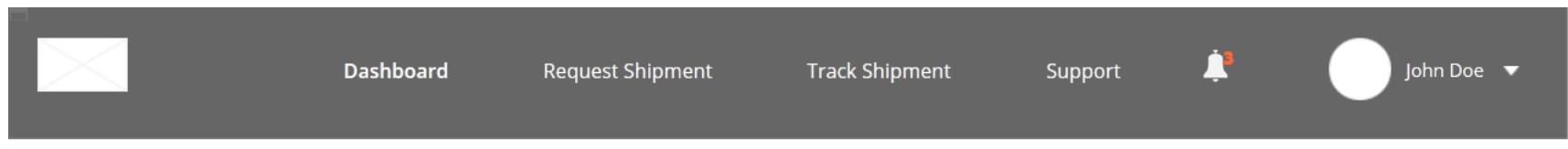
Delete

S.No	Mfg. Country	Product Type	Product Name	Product Number	Serial Number					
1	Select a Country	Box	Enter Product Name	Enter Product Number	Enter Serial Number					
USA	Router A RSP4		023472431	123432423						
USA	Router A RSP4		023472431	123432423						
USA	Router A RSP4		023472431	123432423						
USA	Router A RSP4		023472431	123432423						
USA	Router A RSP4		023472431	123432423						
USA	Router A RSP4		023472431	123432423						

Previous

Next

Create Shipment – Shipping Details



Request a Shipment

1 Shipping Details 2 Package Details 3 Preview & Print

2. Package Details

Project Name Special Shipping Instructions

Please read the instructions carefully before sending the package

Page Instructions

Important Notes

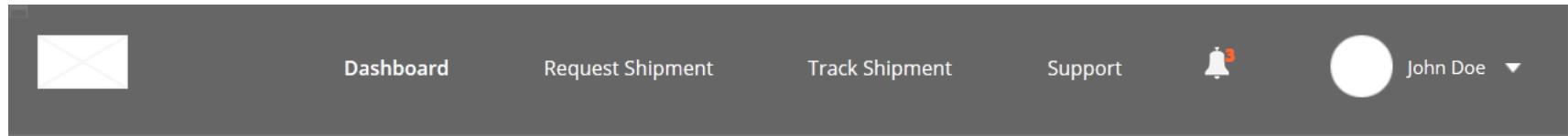
Bulk Upload (Please use this option if you have bulk files to send)

US_To_Germany_01012015.xlsx

Package 1
Total no of Items: 4

S.No	Mfg. Country	Product Type	Product Name	Product Number	Serial Number	Description	Currency	Unit Value	Extended Value
1	<input type="button" value="USA"/>	<input type="button" value="Box"/>	Router SDM	<input type="text"/> Enter Product Number	<input type="text"/> Enter Serial Number		<input type="button" value="US Dollar"/>		
Mfg. Country	USA	Package Type	Box			SDM Software with CD and w/o factory default configuration			
Part Name	Router SDM	Quantity							
Part Number	312631345								
Serial Number	00982351876	Weight (in LBS)							

Create Shipment – Shipping Details



Request a Shipment



2. Package Details

Project Name

Special Shipping Instructions

Please read the instructions carefully before sending the package

Page Instructions **Important Notes**

Bulk Upload (Please use this option if you have bulk files to send)

US_To_Germany_01012015.xlsx

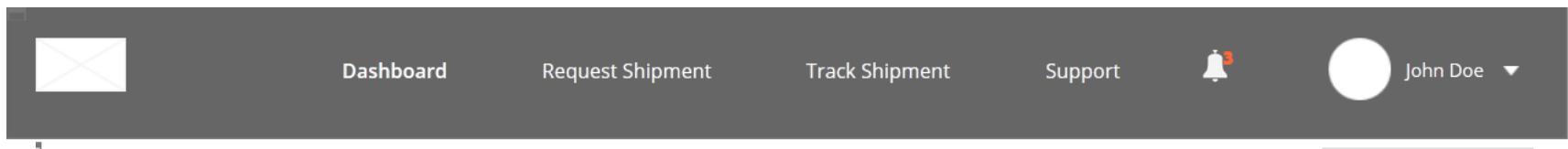
Package 1
Total no of Items: 4

S.No	Mfcg. Country	Product Type	Product Name	Product Number	Serial Number	
1	<input type="button" value="Select a Country"/>	<input type="button" value="Box"/>	<input type="text"/> Enter Product Name	<input type="text"/> Enter Product Number	<input type="text"/> Enter Serial Number	

Package 2
Total no of Items:

S.No	Mfcg. Country	Product Type	Product Name	Product Number	Serial Number	
1	<input type="button" value="Select a Country"/>	<input type="button" value="Box"/>	<input type="text"/> Enter Product Name	<input type="text"/> Enter Product Number	<input type="text"/> Enter Serial Number	

Create Shipment – Preview & Print



Request a Shipment

You can request a shipment in 3 simple steps

3. Preview & Print

Shipping Preference i



Service Level	Cost / Benefit
<input checked="" type="radio"/> 2 Day Service 2nd Day Delivery by 4:30 PM Inter Campus Shipping	Most Cost Effective - Preferred
<input type="radio"/> Standard Overnight Next Day Delivery by 4:30 PM Inter Campus Shipping	High Cost Effective - Use Discretion
<input type="radio"/> Priority Overnight Next Day Delivery by 10:30 AM Inter Campus Shipping	Very High Cost Effective - Business Critical
<input type="radio"/> Saturday Service Next Day Delivery by 04:30 PM Inter Campus Shipping	Very High Cost + Fee - Extreme Business Critical

Preview

[Edit](#)

QR Code for package



Sender

John Doe Robert
Jodoro
SJ-05, 3rd floor, 387 Mail Stop
SJC05/3325 East Tasman Drive
SAN JOSE,
CALIFORNIA 95124

Receiver

Donald
Jodoro
SJ-05, 3rd floor, 387 Mail Stop
SJC05/3325 East Tasman Drive
SAN JOSE,
CALIFORNIA 95124

Dashboard – Shipping Users



Dashboard

Request Shipment

Track Shipment

Support

AST Customs Disclaimer - Completed

Track Shipment

Enter / Select Shipment



Create Shipment

Quickly create your shipment request in 3 easy steps from any device



New Features

Get to know the cool new features added to Global shipping Tool



Tutorials

Get more information on Global shipping policies and complete mandatory trainings

Click to Chat



[Dashboard](#)[Request Shipment](#)[Track Shipment](#)[Support](#)Q AST Customs Disclaimer - [Completed](#)

Track Shipment

|

123341-IND-SPAIN-I

187348-IND-SING-O

987349-USA-IND-I

945349-USA-IND-I



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Dashboard

Request Shipment

Track Shipment

Support

Q

AST Customs Disclaimer - Completed

Track Shipment

123341-IND-SPAIN-I

View Details ►

Request No	Receiver	Date	Status
123341-IND-SPAIN-I	Madhuri Krishna	27 -Dec -2014	In-transit
Incoming			
Track Shipment	Edit Shipment	Click to Ship	



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Dashboard

Request Shipment

Track Shipment

Support



AST Customs Disclaimer - Completed

Track Shipment

123341-IND-SPAIN-I

View Details ►

Request No	Receiver	Date	Status
------------	----------	------	--------

123341-IND-SPAIN-I	Madhuri Krishna	27 -Dec -2014	In-transit
--------------------	-----------------	---------------	------------

Track Shipment

Edit Shipment

Click to Ship



Create Shipment

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New Features

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Tutorial

Get more information on Global shipping policies and complete mandatory trainings



Compulsory Training Module

This video is mandatory for users creating shipment.

Completed

FAQ

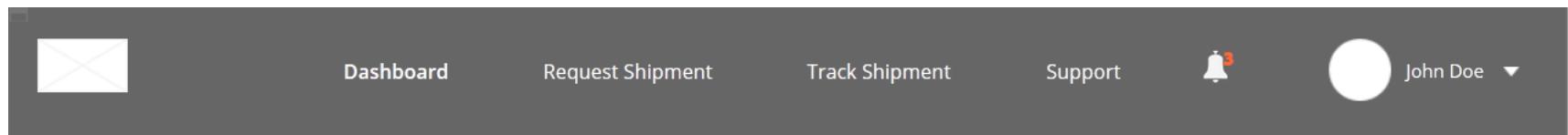
- International Policy for shipping has changed.
- Can Non cisco locations also be added in shipping location
- How do I access the global shipping tool on mobile and tablet?



Global Shipping Policy

Pending

Track Shipment



Track Shipment

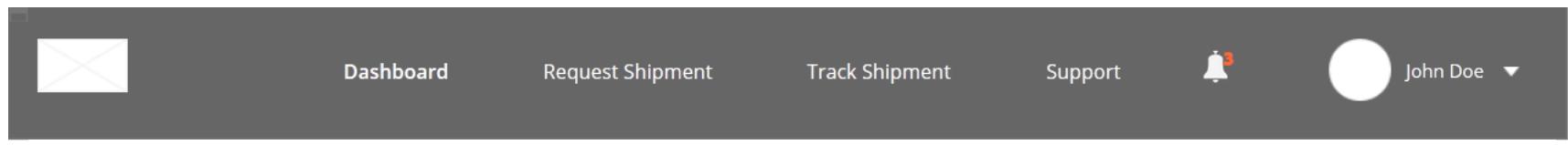
Search Shipment [Remove all filters](#)

Sort By

Saturday Service

	Request Id	Receiver Name	Request Date	Priority	Delivery Date	AWB No.	Status	Action Items		
	123123-BNG-NY	Madhuri Krishna	10-Jan-2015	Saturday Service	13-Jan-2015	-----				
	123341-IND-SPAIN	Rama Jain	30-Dec-2014	Saturday Service	03-Jan-2014	342134123				
	763827-BNG-PUN	Bala sundaram	28-Dec-2014	Saturday Service	31-Dec-2014	645656666				
	123123-BNG-NY	Madhuri Krishna	10-Jan-2015	Saturday Service	13-Jan-2015	-----				
	123341-IND-SPAIN	Rama Jain	30-Dec-2014	Saturday Service	03-Jan-2014	342134123				
	763827-BNG-PUN	Bala sundaram	28-Dec-2014	Saturday Service	31-Dec-2014	645656666				

Track Shipment



Track Shipment

Search Shipment Country ▾ Australia ▾ Go Remove all filters

Sort By Date - New to Oldest ▾

Saturday Service x Open x

Request Id	Receiver Name	Request Date	Priority	Delivery Date	AWB No.	Status	Action Items
123123-BNG-NY	Madhuri Krishna	10-Jan-2015	Saturday Service	13-Jan-2015	-----		

Status History Details

Shipping Request Details

Shipment Status

10 Jan , Sat
10: 45 AM 14 Jan , Wed
2: 00 PM

Shipment request has been successfully submitted

The request is for export compliance check.
you will be updated once the compliance is cleared



Request Submitted

Request No : 123123-BNG-NY

Package Type : Box

Carrier : FEDEX

AWB No : 123123123159845

[Print compliance Invoice](#)

Status History

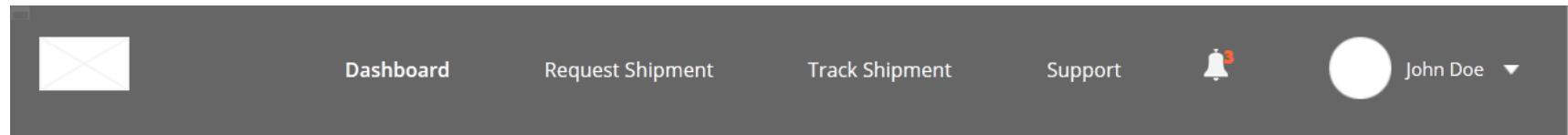
Status

User

Location

Date & Time

Track Shipment



Track Shipment

Search Shipment [Remove all filters](#)

Sort By

Saturday Service Open

Request Id	Receiver Name	Request Date	Priority	Delivery Date	AWB No.	Status	Action Items
123123-BNG-NY	Madhuri Krishna	10-Jan-2015	Saturday Service	13-Jan-2015	-----		

Status History Details

Shipping Request Details

Shipping Details

Shipper Name : John Doe Jodoe

From Address :

Line 1: SJ-05, 3rd floor, 387 Mail Stop
Line 2: SJC05/3325 East Tasman Drive
City : Bangalore,
State : Karnataka
PO Box : 762398
Country : India

Work : +1 407 526 8172
Mobile : +1 407 526 8172

Charge To : Receiver Department Code : 123123123

Receiver Name : John Doe Jodoe

Shipping Address :

Line 1: SJ-05, 3rd floor, 387 Mail Stop
Line 3: SJC05/3325 East Tasman Drive
City : SAN JOSE,
State : Brazil
PO Box : 95134
Country : UNITED STATES

Work : +1 407 526 8172
Mobile : +1 407 526 8172

Package Details

Package 1

Total no of items: 4

Visual Designs

Option 1

Blue colored background .
 In this visual blue color becomes very prominent. It is quite tough to read the content because of the bright background color. So it is not recommended.

Global Shipping Application

Dashboard Request Shipment Track Shipment Support

AST Customs Disclaimer - Completed

Shipments

Outgoing In-Transit (4)

Incoming In-Transit (2)

Outgoing Delivered (6)

Incoming Received (4)

Day | Week

Track Your Shipment

Enter Your Docket No./ AWB No.

Enter Shipment No

Track Shipment

In-Transit

Shipment will be Delivered by 20 Nov 2014

Shipment Requests

Request No.	Requestor Name	Priority	Status
123123-BNG-NY	Madhuri Krishna	Saturday Service	Pending
123341-IND-SPAIN	Rama Jain	Overnight	Processed
763827-BNG-PUN	Bala Sundaram	2 day Service	Pending

Notification

12 AWB no, update for shipment no.12345

Shipment no.125783 details modified -Kimberly 23 Nov 14

Julie receive the package with shipment no.97987 -Kimberly 23 Nov 14

Shipment no.125783 details modified -Kimberly 23 Nov 14

View All Notification >

Device Usage

Usage of Application on device

65% 35%

QR code feature in mobile helps you identify part details quickly

Carry your device anywhere and process the shipment on the go

Training

Compulsory training module for AST

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor

Pending

Compulsory training module for AST

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor

Pending

Click to Chat

Privacy Statement | Terms of Use | Rate this site

Last updated on: 01 Jan 2014

© 2014 Cisco

Option 2

Light colored page.

In this screen contents are very much readable and looks neat too. We suggest to keep the stick man in the track your shipment tile instead of earlier truck icon. We tried to use this image as background like water mark (like in e-store) but it is not recognizable. Moreover, all elements are evenly balanced in this design, so we would recommend this option.


Global Shipping Application
3

John Doe

[Dashboard](#)
[Request Shipment](#)
[Track Shipment](#)
[Support](#)

AST Customs Disclaimer - Completed

Shipments

Outgoing In-Transit: 4 | Incoming In-Transit: 2 | Outgoing Delivered: 6 | Incoming Received: 4

20 Orders

Day | Week



Track Your Shipment

Enter Your Docket No./AWB No.

Enter Shipment No.

Track Shipment



In-Transit
Shipment will be Delivered by 20 Nov 2014

Shipment Requests

Request No.	Requestor Name	Priority	Status
123123-BNG-NY	Madhuri Krishna	Saturday Service	Pending
123341-IND-SPAIN	Rama Jain	Overnight	Processed
763827-BNG-PUN	Bala Sundaram	2 day Service	Pending

Notification

- AWB no, update for shipment no.12345
- Shipment no.125783 details modified -Kimberly 23 Nov 14
- Julie receive the package with shipment no.97987 -Kimberly 23 Nov 14
- Shipment no.125783 details modified -Kimberly 23 Nov 14

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Device Usage

Usage of Application on device

65%  35% 

65%  35% 

QR code feature in mobile helps you identify part details quickly
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Compulsory training module for AST
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor

 Pending

Compulsory training module for AST
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor

 Pending

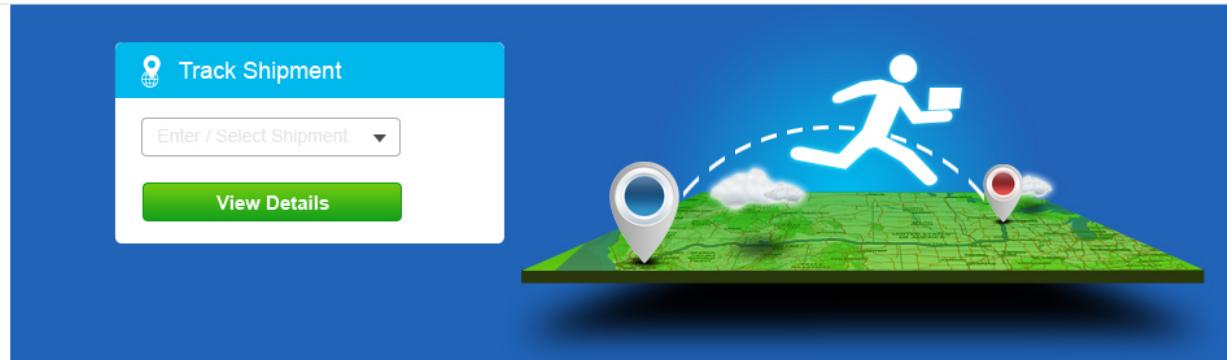
Click to Chat 

Visual Designs

AST Customs Disclaimer - [Completed](#)

Shipping page:

Created the banner of stick man illustration with bright blue background and track shipment tile has well balanced in the place. To reduce the page length in the tab section, we have used the icons in the left side and texts are placed in the right side. All the tab headline comes within the first fold (500px height) from user point view. Apart from that this screen is evenly balanced with positive and negative spaces. Less content, more breathing space – screen makes better.



Create Shipment

Quickly create your shipment request in 3 easy steps from any device



New Features

Get to know the cool new features added to Global shipping Tool



Tutorials

Get more information on Global shipping policies and mandatory trainings

[Click to Chat](#)

Dashboard

Request Shipment

Track Shipment

Support

Search

AST Customs Disclaimer - Completed

Grey color has been given to active tabs which balances the first half of the page and the rest of the page.

Track Shipment

Enter / Select Shipment ▾

View Details

Request No	Receiver	Date	Status
123341-IND-SPAIN-I	Madhuri Krishna	27-Dec-2014	In-transit
Incoming			

[Track Shipment](#)
 [Edit Shipment](#)
 [Click to Ship](#)



Create Shipment

Quickly create your shipment request in 3 easy steps from any device



Compulsory Training Module

This video is mandatory for users creating shipment.

Pending



Global Shipping Policy

This video is mandatory for users creating international shipment.

Completed



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FAQ

- International Policy for shipping has changed.
- Can Non cisco locations also be added in shipping location
- How do I acces the global shipping tool on mobile and tablet ?

[View More >](#)[Click to Chat](#)

Visual Designs

Dashboard

Request Shipment

Track Shipment

Support



Request a Shipment

You can request a shipment in 3 simple steps

1. Shipping Details



2

3

Shipping Details

Package Details

Preview & Print



Shipping Policy Checklist

Requestor Details

Select Profile

Profile 1



You have selected Profile Self

John Doe
Jodoe
SJ-05, 3rd floor, 387 Mail Stop
SJC05/3325 East Tasman Drive
SAN JOSE,
CALIFORNIA 95134
UNITED STATES
Work: +1 407 526 8172
Mobile: +1 407 526 8172

Receiver Details

Select Profile

Profile 1



Charge to



Requestor



Receiver



Others

[Next](#)[Click to Chat](#)

Dashboard

Request Shipment

Track Shipment

Support



Visual design for Package details page

Request a Shipment

You can request a shipment in 3 simple steps

2. Package Details



Shipping Details

Package Details

Preview & Print

[Shipping Policy Checklist](#)

Please read the instructions carefully before sending the package

Page Instructions

Important Notes

Bulk Upload (Please use this option if you have bulk files to send)

US_To_Germany_01012015.xlsx



Upload

Download Template



Package 1

Total no of Items:

4

Add New Package

Rename

Delete

S.No	Mfg. Country	Product Type	Product Name	Product Number	Serial Number
1	Select	Box	<input type="text"/> Product name	<input type="text"/> Product number	<input type="text"/> Serial number

Previous

Next