# Q1: what are the inputs, processing, and outputs of FedEx package tracking system.

To begin, customer signatures, delivery, package information, current position for parcels, pickup shipping, projected arrival time, time card data, billing, and customer clearance documentation are all examples of inputs. Additionally, FedEx was one of the earliest express delivery businesses. Second, the outputs include summary reports for management, package recipients, and parcel position while in transit.

Various reports, such as all packages for a certain account, a specific driver or route, and delivery time, are also included in the outputs.

Finally processing COSMOS (Customer Operations Service Master On-line System) is a computerized package tracking system that monitors every phase of the delivery cycle at Federal Express. FedEx employees constantly input information into COSMOS by several means.

Customer service representatives enter shipping information into COSMOS through computer terminals, alerting the dispatcher closest to the pick-up or delivery area. Dispatchers relay pick-up and delivery information to the courier via DADS, small digitally assisted dispatch computer systems found in all courier vans.

Hand-held computers, called SuperTrackers, are used to scan the progress of the package an average of 5 times from pick-up to delivery. Couriers simply scan the bar code on every waybill with their SuperTracker, at every stage of the delivery process. Scans are performed at time of pick-up, on arrival at the origin station, at the final station, when placed on the van of the courier's route and at delivery. SuperTrackers retain and transmit package information such as destination, routing instructions and the type of service requested.

# What technologies are used by?

The FedEx's use of technology focuses on the customer, rather than merely on remaining competitive. With FedEx, businesses can determine the status of their packages at all possible locations along the delivery route in real time. Customers can track packages in three ways: via the FedEx Web site on the Internet, by using FedEx Ship Manager at fedex.com

# How are these technologies related to FedEx business strategy?

This business is linked to the benefit of FedEx in order to improve efficiency and make parcel service cheaper and better. FedEx uses its own location where drivers can find out more detailed information (for example, the geographical location of the entire fleet). From laptops that automatically capture customer signatures These technologies also help the strategy increase business resilience. These technologies help businesses integrate tracking, classification, address validation and other things that can be easily done in real time and help customer data to improve its services and to have more investors because the technical aspect and data that the company takes from delivering packages to customers helps improve The quality of the work and the good secret of the work

# Q3: What problems do FedEx information systems solve? What would happen if these systems were not available?

FedEx's information system offers solutions for a variety of customer types. Let's start with the first group of people

Normal Customers: -

1- Easy Access to Shipping and Tracking. 2- get your packages fast as possible.

1. You can ship and tracking online.
2. easy to access FedEx ship from anywhere in the world

Business Clients:

1- there is No time will be wasted. 2- Manage Shipping Online.

1. Get Paid Faster.
2. Receive Packages at Your Convenience.

What would happen if FedEx information systems were not available?

FedEx Company would not be as efficient as it is currently if the FedEx information system was not available.

From the standpoint of the client, these technologies are valuable because they enable customers to finish jobs more quickly. This is because we understand that the information system's goal is to maintain a high quality of service while lowering expenses and prices in order to compete with other businesses. FedEx would not be able to compete with others if these systems were not available, and it would not have become the largest package delivery firm as it is now.