**Brainstorming Protocol**

**Project:**Delivery of orders system

**Date:**04/05/2025

**Venue:** https://salutejazz.ru/

**Participants:**melodyma, greenhih, combolyn

1. **Business requirements**

**Presenter:** melodyma

**Clerks:** greenhih, combolyn

**Goal:** To define the strategic goals of the business for which the system is being created.

**Problems that the system solves:** in the context of growing online sales, grocery stores and food service establishments lack an effective, scalable and centralized mechanism for organizing the delivery of small orders to individual customers.

**Questions:**

* Why does a startup need this system?
* What business problems will it solve?
* What economic effect is expected?
* What minimum functionality needs to be implemented at the first stage (MVP) so that the system already brings value?
* What risks can a business bear when implementing this system, and how to minimize them?

**Suggestions and ideas for business requirements:**

* To become the most popular delivery service for small stores in the city
* To organize a centralized and scalable delivery service for small and medium businesses.
* To reduce operating costs through automation and the elimination of manual labor.
* To reduce average delivery time and improve the quality of service.
* To increase the customer and partner base by becoming a convenient tool for suppliers.
* To ensure transparent accounting and settlements, to speed up financial flows and to reduce the number of errors.
* To collect data on the system's operation for further optimization and scaling.
* To reduce the number of overdue orders

### **User roles and their problems (as is)**

**Presenter:** melodyma

**Clerks:** greenhih, combolyn

**Goal:** To identify roles and their current problems that they experience without it.

**Questions:**

* What roles will there be in the system?
* What difficulties do couriers face when receiving and fulfilling orders?
* What errors do operators make?
* How do suppliers transmit information about orders?
* How do dispatchers coordinate the work of couriers?
* What causes the greatest dissatisfaction among customers in the current delivery process?
* How are new couriers registered and rights distributed?
* How does the accounting department receive data on deliveries and payments?

**Suggestions and ideas on the roles of system users, their problems as is:**

|  |  |
| --- | --- |
| **Role** | **The problem is as is** |
| Courier | No tracking, routes not optimized |
| Administrator | High load on the administrator, a lot of manual work |
| Dispatcher | It's hard to coordinate everything manually. |
| Supplier | Customer dissatisfaction with the lack of specified items |
| Client | Lack of transparency in real-time order tracking |
| Client | There is no clear communication with the courier (for example, the client cannot call him directly) |
| Operator | Errors in manual data entry |
| Accountant | It is difficult to maintain financial records and make payments |
| Accountant | It is necessary to manually specify how much was delivered and by whom |

### **User needs and actions in the system (to be)**

**Presenter:** melodyma

**Clerks:** greenhih, combolyn

**Objective:** Describe how the system should solve current problems (transition from as is to to be).

**Questions:**

* How will the system help couriers?
* How will the system help clients?
* How will the system help administrators?
* How will the system help suppliers?
* How will the system help accounting?
* How will the system help dispatchers?
* How will the system help operators?

**Предложения и идеи по возможным решениям в системе to be:**

|  |  |  |
| --- | --- | --- |
| **Role** | **The problem is as is** | **The solution to be** |
| Courier | No tracking, routes not optimized | Optimal routes for couriers |
| Administrator | High load on the administrator, a lot of manual work | It is solved by automation (upon registration, rights are issued automatically). |
| Dispatcher | It's hard to coordinate everything manually. | Convenient interface for monitoring couriers |
| Supplier | Customer dissatisfaction with the lack of specified items | Integration/development of fast data exchange between warehouse and system |
| Client | Lack of transparency in real-time order tracking | Ability to track the status and location of your order in real time |
| Client | There is no clear communication with the courier (for example, the client cannot call him directly) | After assigning a courier, the client gets access to the quick communication function with the courier |
| Operator | Errors in manual data entry | The system highlights errors |
| Accountant | It is difficult to maintain financial records and make payments | Automate data exchange with stakeholders |
| Accountant | It is necessary to manually specify how much was delivered and by whom | Automatic upload of information about completed orders |

### **Problems that are not clear how to solve**

**Presenter**: melodyma

**Clerks:** greenhih, combolyn

**Goal:** To identify "blind spots" - tasks for which there is no obvious solution. To record controversial or complex technical/organizational issues. To propose hypotheses for their solution.

**Questions:**

* How to synchronize data between the system and accounting without delays?
* How to manage couriers outside the Internet coverage area?
* How to handle conflict situations between a courier and a client (for example, a dispute about undelivered goods)?
* How to ensure the security of clients' personal data?
* How to process orders received with errors or incomplete information from the supplier?
* How to manage load surges (holidays, promotions, bad weather)?
* How to take into account individual courier schedules and combine them with the supplier's schedule?
* How to work with orders received at night, when couriers are inactive?
* How to simplify the process of registering new suppliers in the system?

**Hypotheses for solving non-obvious problems:**

* Integration via API
* Offline mode of the application
* Introduce mandatory photo recording of the order upon delivery and the ability to attach comments/evidence in the application.
* In case of a conflict - launch internal arbitration.
* Use advanced algorithms for the protection of personal data.
* Provide critical requirements for forming an order.
* Implementation of an economically sound motivation system for employees
* Implement a window in the system for the courier, where he indicates availability.
* Orders are assigned only to those who are active and available in the required interval.
* The system must support delayed delivery - the order is recorded, but enters the pool of available ones only at the beginning of the shift.
* It is also possible to provide for couriers on duty at night with an additional fee.
* Provide self-registration through the portal, with automatic verification of the TIN/legal entity.
* The administrator only checks and confirms the connection.