

Product Requirements Document- FDelivery

1. Objective

Vision	increasing income for businesses, providing job options for couriers and making an easier life of purchasing for customers
Goals	release an app and watch it become popular
Initiatives	Give small businesses a lightweight and cheap alternative to conventional delivery methods in the market.
Persona(s)	small businesses ,couriers

2. Release

customer = store owner

courier = שליח

Destination = צרכן קצה

- 1) login - customer / Courier - Login to system
- 2) Customer set a delivery order to be made to the pool - place an order
- 3) couriers in the area can see the pool and choose a delivery to make - show pool of deliveries
- 4) customer sees a courier has been assigned to the delivery order - choose delivery to make
- 5) courier gets to the store and delivery has started - package sent from the store & courier deliver the goods and delivery is done - package arrived to destination
- 6) manage deliveries - see delivery history(courier, store owner)
- 7) pay/ get paid

Release	FDelivery
Date	28.6.21
Initiative	Simplified the act of delivering goods from stores to customers
Milestones	Upload the app to the app store
Features	Business + courier 1)login Business 2)place an order courier 3)watch available deliveries courier 4)choose delivery to make Business 5)watch delivery status Business + courier 6)pay/get paid Business + courier 7)see delivery history
Dependencies	working in collaboration and following the timeline we set for the release.

3. Features -

Feature	Login
Description	user (i.e store owner or courier) login with credentials in order to use FDelivery app.
Purpose	identify returning user
User problem	repeatable registration
User value	avoid repeatable registration, see previous activities, watch content according to saved preferences.
Assumptions	login should be quick as possible
Acceptance criteria	valid credentials of already registered users.

Feature	place an order
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Description	the business owner will first record limited shipping details: destination address, type of cargo and proposed payment. (After confirming the shipment, the courier will be exposed to the rest of the details)
Purpose	That a courier will choose to make the shipment
User problem	It is possible that one of the delivery specifications will not be liked by the courier and the delivery will not be selected quickly
User value	Due to the free market of couriers, there is an option to reduce the payment offered for delivery and thus save money
Assumptions	Technically the method of placing an order to couriers can be difficult. Long-range shipments will probably not be answered
Acceptance criteria	Accurate delivery details and compatible with the proposed payment

Feature	Watch available deliveries
Description	After logging in, the courier can watch a list of all waiting deliveries.
Purpose	Let the courier choose the delivery he wants, also provide job opportunities to couriers.
User problem	no interest in any of the deliveries
User value	choose between deliveries, earn money from deliveries
Assumptions	courier accepts the delivery committing to some base requirements
Not doing	Anything that is out of scope for this feature
Acceptance criteria	only detailed deliveries will be displayed

Feature	choose delivery to make
Description	The courier has the option to see orders and confirm those he undertakes to make

Purpose	The courier will make deliveries that suit his personal time
User problem	He may find himself compromising and flexible to make deliveries (in terms of delivery area convenience and in terms of payment)
User value	Due to the lack of existing jobs in the market the courier can make a lot of money with the help of the app
Assumptions	Gaining a large courier crowd may take some time
Acceptance criteria	A large amount of couriers is needed

Feature	watch delivery status
Description	The business owner will see if his shipments have been taken by courier and whether it arrived at the destination or waiting.
Purpose	The business owner Will be able to be constantly monitored for his shipments and know if and when his shipment has arrived at its destination successfully and If there are delays.
User problem	Incorrect status report
User value	Constant monitoring. Alert to customer in case of delay or problem
Assumptions	Updating the status depends on the reliability and accuracy of the courier
Acceptance criteria	Correct and real-time update

Feature	pay/get paid
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Description	A business owner will be able to pay for the order made by the courier from his store in the app. And every courier will be able get the payment
Purpose	Increase security of payment for the courier and make it easy for the shop owner to pay for his deliveries
User problem	Shop owner doesn't pay or pay less the agreed
User value	Make it easy and accessible and increase security for courier
Assumptions	We will be able to manage this transaction which are heavily regulated
Acceptance criteria	only payment for real deliveries

Feature	see delivery history
Description	Every business owner will be able to see all the orders ever made from his store in the app. And every courier will be able to see all the shipments he has made
Purpose	Arranged monitoring of business activity for a variety of needs like In case of a complaint make sure it is justified and see who made the shipment and when.
User problem	Incorrect data entry
User value	Tracking expenses and income.
Assumptions	All important details should be included and understood
Acceptance criteria	nothing. Each shipment will enter the list with maximum details

4. User flow and design-

זווית הראיה של בעל העסק :



זווית הראיה של בעל העסק לאחר לחיצה על "הזמן משלוח" :


אנא מלא פרטים שיוצגו לשליח שיבצע את המשלוח :

שם לקוח: _____

כתובת למשלוח: _____

טלפון לקוח: _____

תאריך ביצוע המשלוח: _____



שעות לביצוע המשלוח: מ _____ עד _____

הערות מיוחדות: _____

תשלום על המשלוח: ₪ _____

ביצוע הזמנת משלוח

זווית הראיה של שליח פוטנציאלי :

משלוח חדש נוסף:

איסוף חבילה מפה: _____

שם העסק: _____

כתובת העסק: _____

טלפון העסק: _____

תאריך לביצוע: _____

שעות לביצוע: מ _____ עד _____

מסירת החבילה לפה: _____

כתובת למשלוח: _____

תשלום עבור המשלוח: ₪ 000

הערות מיוחדות: _____

סרב משלוח ❌

קבל משלוח ✅

5. Analytics

We believe login will achieve better control and understanding over users and their app usages and will increase the feeling of security among the users.

Key performance indicator	Baseline	Target	Timeframe
Number of users	0	100	1 month

We believe placing an order is a key part in the app and will achieve a higher control for business and a side hustle for courier.

Key performance indicator	Baseline	Target	Timeframe
Number of deliveries placed by business	0	250	2 month

We believe watching available deliveries make will achieve higher control and better satisfaction for courier making deliveries

Key performance indicator	Baseline	Target	Timeframe
Number courier in system	0	50	1 month

We believe choosing delivery to make will achieve a way to ensure the delivery is made appropriately and most efficiently.

Key performance indicator	Baseline	Target	Timeframe
average time for a delivery to be made	--	20m	--

We believe watching delivery status will achieve a higher control for business for their deliveries and higher satisfaction.

Key performance indicator	Baseline	Target	Timeframe
Providing delivery status that matches reality	0	Any delivery	All the time

We believe pay/getting paid will achieve a security feeling and accessibility for our users.

Key performance indicator	Baseline	Target	Timeframe
Number of payment made	0	100	1 Month

We believe seeing delivery history will achieve a better understanding of the deliveries and expenses for the store owner.

Key performance indicator	Baseline	Target	Timeframe
by number of times The business owner enters the table to find out his delivery history	0	2	per a day

6. Future work

Future features	Purpose	Priority	Timeframe
Add a review to the store and courier.	Make it easier for other users to decide what level of service each user provides	medium	According to users requirements
Add Users Quick contact to give us feedback and ways to improve the app.	For improving the app and adding features according to the needs of the customers.	medium	According to users requirements
GPS tracking of the shipment and updating its location in real time.	Know immediately when there is a problem with the shipment and provide peace of mind to the business owner who knows that the shipment is correct and is on his way to the destination.	medium	antill 6 months after the app was released to the store.

Allowing end customers to enter a residential address in the app and it will show him all the stores in his area (within a certain range)	Convenience for him who knew which stores were nearby and linked to FDelivery In addition, it contributes to the advertising of the businesses linked to FDelivery	low	About 6 months after the app was released to the store.
Allowing end customers to place an order from the app (involves adding a list of stores to the app and listing the products that can be ordered from each store)	Allowing end customers to place an order from the app (involves adding a list of stores to the app and listing the products that can be ordered from each store)	low	Once we have verified that the app is working properly and the users are satisfied with the existing one we will move on to this step.