

I. INTRODUCTION

1. PROJECT INFORMATION

- ❖ **Project name:** Super Shipper System
- ❖ **Project code:** 3S
- ❖ **Project type:** Web application, Mobile application
- ❖ **Project category:** New development
- ❖ **Business domain:** Education
- ❖ **Project manager:** Le Van Quy Hoang
- ❖ **Timeline:** September 7th 2015 to December 15th 2015

2. PROJECT TEAM

- ❖ **Supervisor**

Name	Email	Title
Tran Binh Duong	duongtb@fpt.edu.vn	Supervisor

- ❖ **Team member**

Name	Student Roll	Email	Role
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Nguyen Thi Hong Nhung	SE02437	nhungnthse02437@fpt.edu.vn	Member

3. INITIAL IDEAL

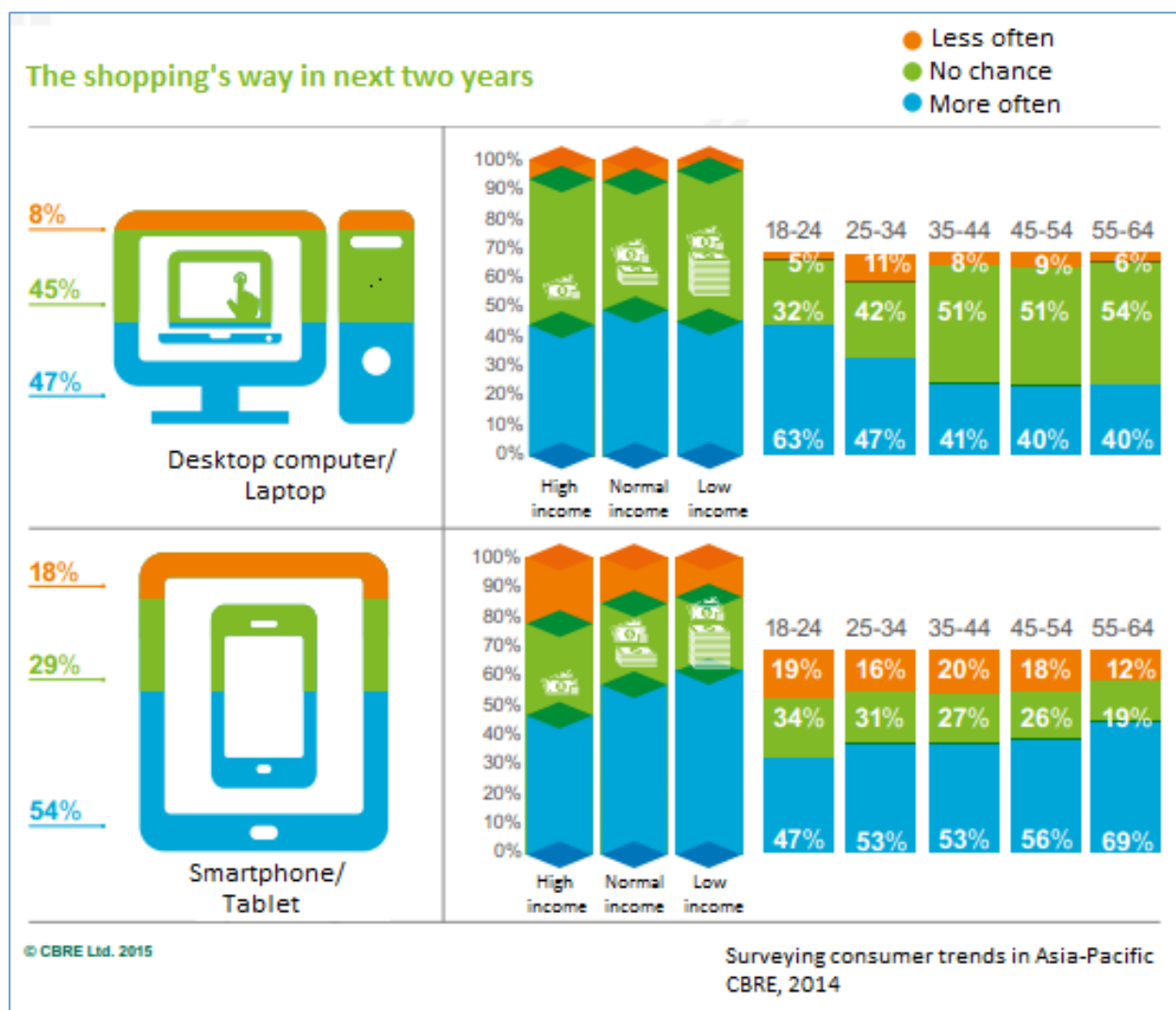
3.1 Background

According to the statistics of **Vietnam E-Commerce and Information Technology Agency**, in 2013 the population of Viet Nam is up to 90 million, in which 36%(31,3 million people) Internet access and more than half of this is shopping online.

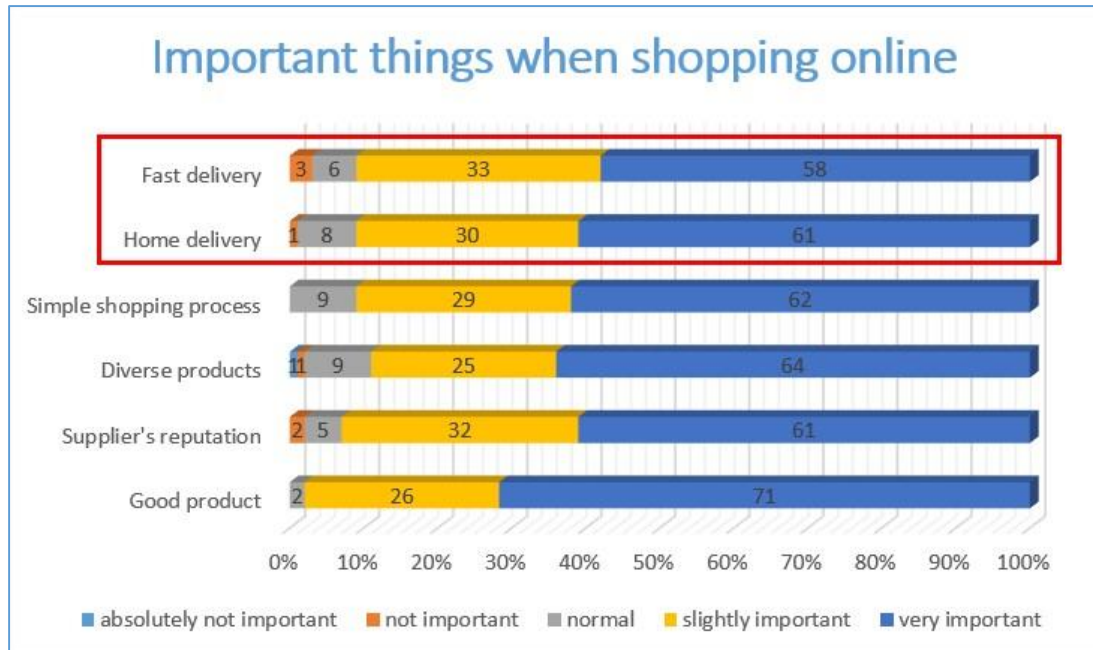


Results of the survey on users purchasing methods in the Asia - Pacific in 2014 have indicated that the number of people who regularly use computers and phones to shop has been very high. Online shopping market, as a result, is very large.

Indeed, nowadays there are a variety of fan pages and online shopping sites with classified advertising such as enbac, muare, rongbay, etc. Therefore, all enterprises are constantly upgrading the quality of customer service to remain competitive in the market.



According to FTA Research & Consultant's survey report, home delivery service is one of customers' most-concerning criterions. 61% of people said that home delivery is very important when shopping online. 58% said that fast delivery is very important. As a result, there have been many businesses investing in developing home delivery service. That makes the service become a potential market.



In Vietnam the legal procedures to become a delivery services enterprise very simple.

According to Clause 1 of Article 12 of Decree No.128/2007/NĐ-CP dated 02nd August 2007 on Delivery Services, Enterprises set up under Vietnamese law may deal in delivery services when they are granted a delivery service business registration certificate, for enterprises with domestic investment capital, or a certificate of investment in the domain of delivery in Vietnam, for enterprises with foreign investment capital of which capital portions contributed by foreign partners do not exceed 51%.

Besides this Decree also shows the very clear provisions on the rights and obligations of enterprises and users of delivery services. Therefore, enterprises can easily solve the problem related to law.

Such as, at the point a of Clause 1 of Article 20 in this Decree says that Delivery service enterprises have the right: "To request consignors to permit the examination of contents of information in the form of document (excluding mails), merchandise packages or packs to be delivered".

At point a of Clause 2 of Article 21 in this Decree says that delivery service users have the obligation: "To bear responsibility before law for the contents of information in the form of document, merchandise packages or packs"

3.2 Literature review

The current shipping service providers can be divided into 2 groups:

3.2.1 Free shipper

This is a group of free shippers through applications to search ship orders. The shipper does not belong to an organization or company. But having just under 100 download times and not work anymore.

Example: Fship, Shipme app.

3.2.2 Shipper companies

This is a group of large companies but have different modes of operation.

3.2.2.1 Via Facebook

This group use Facebook to advertise and use GoogleForm as a tool for received order.

Example: Family Shipper, Shipper Team.



Shipper Team is the best in this group. Shipper Team is a shipping service operates pretty well in Hanoi. All the transactions is confirmed via Facebook and phone. This group use Google Forms as a send and receive order tool.

Bellow are information of Shipper Team:

Functions:

- Register usual location to receive products
- Make phone call, comment on Facebook or use Google Forms to create order
- Help the stores collect money

Pros

- Express shipping after receiving order
- Work from 8:30 till 21:00 each day, 7 days per week including holiday
- Ensure collecting money without guarantee fee

Cons:

- No statistics for customer
- Price is not competitive
- All transactions which shippers are make by telephone.
- All the processes are performed directly by humans.
- Can't track order's status.

3.2.2.2 Via website

This group just have website for receiving order from the stores, don't apply technology to support transportation and delivery process.

Example: - **Giaohangnhanh**, HanoiShip, GoGoShip, ShipViet.

- **ZoZoShip**, ProShip (Big companies but haven't exploited North Vietnam market)

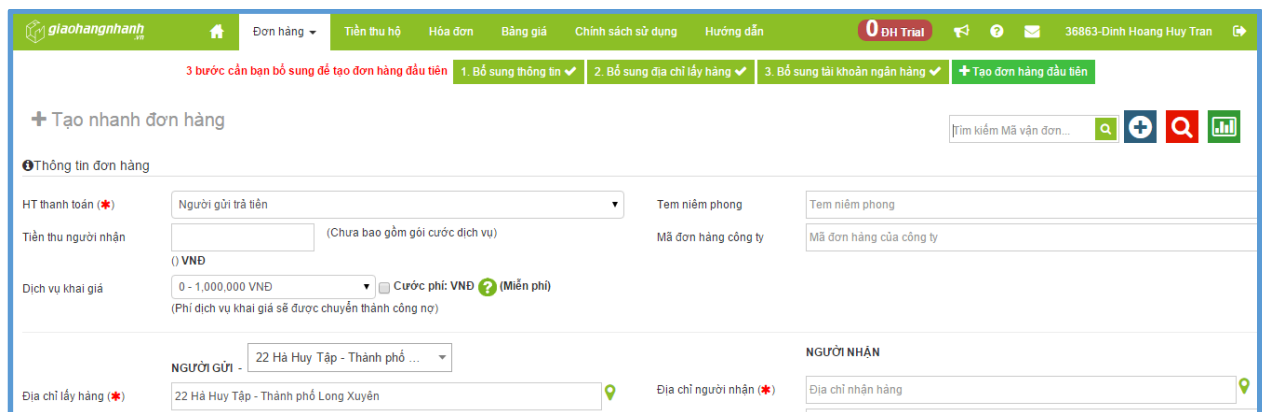
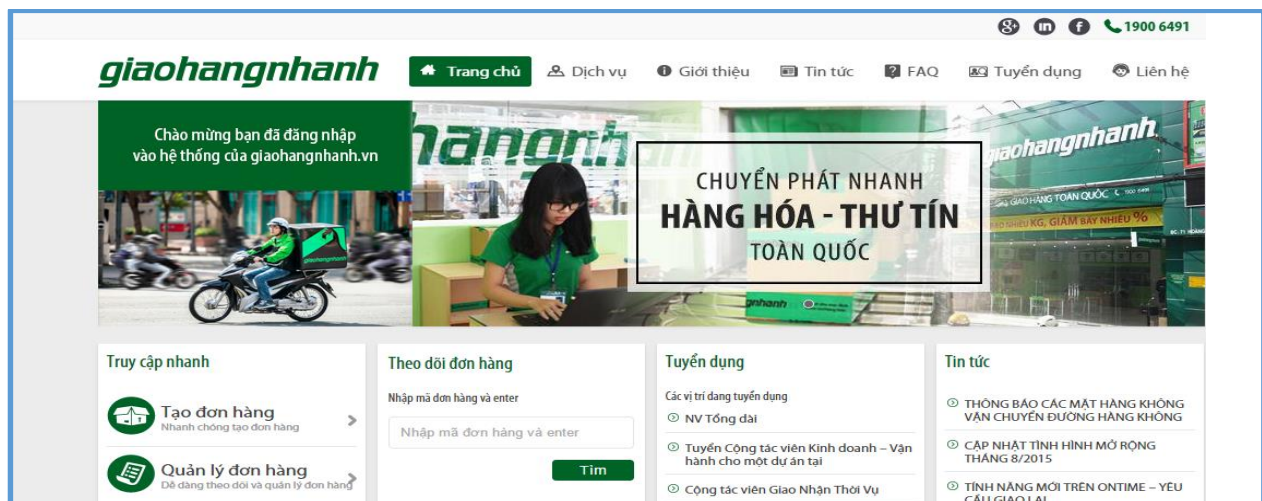
❖ Giaohangnhanh.vn

Giaohangnhanh.vn is an express delivery system that delivers commodities and letters nationwide.

Functions:

- Customer register
- Create orders to request ship
- Track order's status
- Create usual order receive location
- Deliver and help customer in collecting cash (Cash on delivery-COD)

Some screenshots:



Trang chủ > Kiểm tra đơn hàng

Kiểm tra đơn hàng

7080749562

7080749562 **Chờ lấy hàng**

08/09/15 23:04 Đặt hàng

Người gửi
Anh Ba Khía
(Hồ Chí Minh)

Người nhận
Chị Tư Năng
(Hồ Chí Minh)

Tem niêm phong
N/A

Dịch vụ sử dụng
Prime

Số tiền phải trả
0 VNĐ

Lộ trình
HCM-Quận 1->HCM Sorting Hub->HCM-Bình Thạnh

Kho hiện tại
HCM-Quận 1 - Hồ Chí Minh(quận 1)

Pros:

- Well know brand image in Vietnam
- Having many shippers, system can receive lots of orders
- Low price

Cons:

- Don't apply technology to immediately find the nearest shipper to the order, must wait for staffs to arrange
- Track order function is not well interface, just use text to display status (Wait, Shipper is coming, Shipping, Done)
- Don't have express delivery service.
- Don't have mobile app for shipper to find the way.

❖ **ZOZOSHIP:** <http://zozoship.vn/>

ZoZoShip is a shipper system that has work method: Customer calls to customer service center or creates order via website. So ZoZo's shipper go to customer's store, get commodity and delivers to requested place. When the transaction is done, get receivable money and return to pay back for the store.

Functions:

- Customer register
- Create order on website, enter goods information
- Update, add common delivery – received place
- Bank transfer cash on delivery

Some screenshot:



Zozoship Overtime Cong ty TNHH ABC -

9. Đối với những đơn hàng không thu tiền hộ, quý khách vui lòng **thanh toán tiền cước phí trả trước** khi nhận viên đến nhận hàng
10. Trường hợp thay đổi Tiền thu hộ(COD) vui lòng báo đến tổng đài - ☎ 08.3948.2199

Mã Vận đơn Khách hàng 123456	Chọn bên trả phí vận chuyển cho Zozoship(*) Người mua hàng thanh toán	Yêu cầu ngày lấy hàng ...
Tên người nhận(*) Trần Văn Anh	Địa chỉ người nhận(*) Cầu Giấy, Hà Nội	Số điện thoại người nhận(*) 09867364725
Chọn Gói dịch vụ(*) Xem chi tiết bảng giá Dịch vụ "URGENT"	Chọn Khu vực dịch vụ(*) Xem chi tiết khu vực giao ---Chọn Khu vực---	Cước phí tạm tính 00
Tiền thu hộ(*) (chưa bao gồm cước phí vận chuyển của Zozoship) 0	Tiền thu hộ bằng chữ (đồng) không	Trọng lượng gói hàng(kg) (Chỉ nhập số, không nhập kg, g, gr, gram) 2
Ghi chú của người gửi 	Ghi chú của người nhận 	Nội dung hàng hóa

[Tạo Vận đơn](#) [Hủy bỏ](#)

Pros:

- Track order status on website
- Deliver under 1 day
- Website has good interface, easy to use
- Many service pack with clearly information
- Nationwide delivery
- Goods insurance

Cons:

- Working are: only Ho Chi Minh city
- Don't apply technology to immediately find the nearest shipper to the order, must wait for staffs to arrange

- Track order function is not well interface, just use text to display status (Wait, Shipper is coming, Shipping, Done)
- Return cash on delivery on Monday, Wednesday, Friday (instead of daily return)
- Working time is limited: 8.00 – 18.00 on Monday to Saturday, order that come after 17h will be ship in the next day.
- Don't have mobile app for shipper to find the way.

3.2.3 Overall disadvantage of current background

Most of the shipping companies don't apply technology into system. This leads to many problems in the management and operation of the system.

1. The current Shipping Service Providers don't apply technology to optimize shipper selection, instead that, they use management staff to arrange work. If there're many orders, shippers must choose the shortest way up to their experience. These cause the following problems:
 - **For shipping providers (shipping companies):** CAN'T optimize transport distance, so the cost will be raised up. Hence, those companies get difference in balance between service's price and profit.
 - **For the stores:** The waiting time is long because of the shipper wait for staff to arrange. That make bad affects for the prestige and quality of the stores.
 - **For the shippers:** Optimizing the transport ways is so difficult.
2. Current systems don't apply technology in track transporting orders continuously. When the problems occur, the shippers must call to the staff directly, there isn't any support from software system. These cause the following problems:
 - **For shipping providers:** CAN'T be sure about goods during transportation. Difficult to come up with alternative solutions in time if the incidents occur.
 - **For the stores:** CAN'T track transportation process. Don't know their where their goods is.

3. Current systems don't use security code for goods receiving process between shippers and the stores. When shippers receive goods, they confirm with the store by hard-copy list. This causes the following problems:
 - **For shipping providers:** DON'T know the status of goods and the time of consign process => unmanageable
 - **For the stores:** DON'T know whether the consignee is reliable or not.
4. Current systems don't send security code to the customer that shipper and customer will use to confirm delivery was done.
 - **For shipping providers:** CAN'T solve the problem in case the customer has received before, but continue to demand products.
 - **For the shippers:** CAN'T be sure that goods was delivered to right person.
 - **For the customers:** Could receive wrong products.

	Giaohangnh anh.vn	ZOZO SHIP	Shipper Team	3S
Working on HaNoi	✓		✓	✓
Auto find the shipper nearest to the order				✓
Shippers can find the shortest way base on maps				✓
Express delivery			✓	✓
Allow the stores to track transportation process				✓
Cash on delivery service	✓	✓	✓	✓
Have statistic for stores				✓
Method confirm shippers	Paper bill	Paper bill	Payer bill	Code/ Shipper information
Method confirm shippers deliver to right customers	Phone call/ Paper bill	Phone call/ Paper bill	Phone call/ Paper bill	Code

3.3 Our Proposal

We'll develop a system that include 4 part:

Part1: Web application for store that support store's employee everything they need to create an order, verify shipper who come to takes goods. Store also knows location of shipper (goods) on maps, status of order, shipper delivered to right customer or not. Beside, Store can view history of delivery and finance transactions.

Part 2: Mobile-application for shipper that support shipper view information of order, find the best way to receive and delivery address. Beside, sipper can notify to system if have issue while delivering.

Part3: Web application for admin that help system managers manage shipper, store, transaction history (finance, delivery) and know about issue of delivery process.

Part4: System that save all information of store, shipper and transaction history (finance, delivery). System will calculate the best way for shipper, notify admin when have any issue.

Below are main functions for each part:

3.3.1 Web application for store

- ❖ Create order
- ❖ Edit order information
- ❖ Track state of shipper
 - Location of shipper on maps
 - Profile of shipper
 - Estimate when shipper will meet customer
- ❖ Rate and send feedback for each shipper when an order completed.
- ❖ View payment history.
- ❖ View report by day, week, and month.

3.3.2 Mobile application for shipper

- ❖ Find the best way to go to target
- ❖ Change working status.(offline / online)
- ❖ View profile.
- ❖ Grab order.
- ❖ View order.
- ❖ Confirm received code with store, delivered code with customer.
- ❖ See locations that need to receive goods.
- ❖ Notify to system when have issue on delivered process.
- ❖ View report about delivered history.

3.3.3 Web application for admin

- ❖ Add stores
- ❖ Manage stores
- ❖ Send message to stores when have any issue.
- ❖ Confirm the payment of stores.
- ❖ View exchange history with stores.
- ❖ Add shippers
- ❖ Manage shippers
- ❖ View working history of shippers.
- ❖ Due with issue message from shipper
- ❖ Start collect orders function (collect normal orders) / Assign task for shippers
- ❖ Create orders.
- ❖ Manage orders

3.3.4 Server

- ❖ Save exchange history of store and shipper
- ❖ Real-time for post and get messages
- ❖ Save shipper's information, store's information
- ❖ Save finance exchange history.
- ❖ Send message to admin when have issue

4.4.5 Out of scope

- ❖ Combine order function
- ❖ Online payment function
- ❖ Auto due with issue
- ❖ Chat between store and admin function
- ❖ Auto reconnect after disconnect because of error.