**Question**

Assume you are a courier company. How do you help your customers create delivery orders efficiently? Assume there are 3 types of customers. Customers that create 1 delivery every week, 10 deliveries a day, and 1000 deliveries a day. Describe how you would solve this problem. No code needed.

**Solution**

**Basic information from customer:**

Firstly, we need to examine the information required from the customers.

The basic information we need from customer:-

1. From Address with Mobile/Phone number
2. Time of Pickup
3. Details of the package
4. Bulk Shipment? (Y/N) – If Yes then number of units?
5. To Address with Mobile/Phone number
6. Service option (Standard/Overnight Shipment)

Basing on the above information and assuming that we have hardware to create Courier delivery orders, we need to add few things like Courier Reference number (Reference number in order to track package), Location & Current package handling personnel (number/ID).

Below solutions are based on the business value of the customer/courier order and compared to the operating costs of the Courier company

**Customer Category 1: Customers that create 1 delivery every week**

Assuming that we already provide an interface (website/mobile apps), these kind of customers may use this interface/service which would hardly take 5-10 minutes per courier order.

**Customer Category 2: Customers that create 10 deliveries a day**

10 deliveries per day is a good business value.

Integrated API’s can be provided to the customer as ‘Do it yourself’ package.

Web Services such as JSON/SOAP that are fast, widely used & safe can be used to integrate customer’s systems with our own. JSON is lightweight and can be used from mobile devices as well.

Additionally we can even provide them with hardware for certain tasks like generating barcode stickers which will reduce the time and increase the efficiency of the delivery.

**Customer Category 3: Customers that create 1000 deliveries a day**

1000 deliveries per day is a very high business value.

Just like Category 2 customers, Category 3 customers will be provided with Integrated API’s & specialized hardware.

Onsite packaging service and dedicated customer interactive teams can be considered as more viable options to avoid mismanagement and better service.

Additional R&D on minimizing costs and increase efficiency.