**BRD**





<Shipping Aggregator Integration>

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# DOCUMENT CONTROL

## History

| **Version** | **Date** | **Author** | **Detail of Changes** | **Date Sent for Review** |
| --- | --- | --- | --- | --- |
| 1.0 | 05-08-2020 | Sandeep.BM | Aggregator Platform Services |  |

## Formal Document Approval / Signoff

| Role | Name | Signature | Date |
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## Document Storage Location

NA

# Introduction

Primary agenda is to reduce the multiple layers of integration with different DP and have one integration with an aggregator who would be enabling following services and value-added services apart from DP API.

1. Carrier allocation – Rule engine
2. Shipment creation & tracking
3. Consuming status codes from DP and providing one unified language.
4. Analytics
5. NDR management
6. COD analytics
7. Freight reconciliation

## Background Information

NA

## Purpose

Purpose of onboarding Aggregator platform solutions

* Reduce development efforts and timelines.
* New vendors integrations would be through Aggregator platform solutions.
* Any changes in play loads/ URL/ certifications this would under scope of Aggregator platform solutions
* Status code in different formats to one unified status codes.
* Efficient way of delivery failure and NDR management
* Reduces mails/tickets exchanges and wait for CX updated and upload
* Turnaround reduces, CX portal would be given, delivery attempt updated realtime basis update to DP’s via API.
* PIN code allocations.
* Data inputs and rules to be defined for carrier allocations.
* Stopping in pin code uploads manual interventions and reduces errors.
* No AWB failure, P2 DP selections if P1 fails AWB creations.
* Analytics & Alerts and visibility.
* Currently no delivery partner service level reports can be simulated in house.
* Waiting for DP’s MIS in different format and acclamation would be reduced.

## Scope

## References

# As Is Description

**Carrier allocation**

* Serviceable pin codes are collected over email from all DP’s
* DP allocation happens basis the business team static mapping on excel
* Pin code mapped format in excel -

SIM code - PIN code - DP - Specific service

* Delivery mode stamping is depended on front end system and when flow downstream order allocation DP happens basis mode stamping and pin code mapping.
* Current system, any failure is API, not auto switching available in system.

**DP Partner and Services availed and API configurations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DP** | **Air Mode** | **Surface Mode** | **Hyper local** | **COD** | **Reverse Pick up** | **Open pick up** |
| Xpressbees | ü | û | û | ü | û | û |
| FedEx | û | ü | û | ü | û | û |
| Bluedart | ü | ü | û | ü | ü | û |
| Ekart | ü | û | û | ü | û | û |
| Delhivery | ü | û | û | ü | ü | û |
| Shawdowfax | û | û | ü | ü | û | û |
| Ecom Express | ü | û | û | ü | ü | û |

**Shipment Tracking, Status code configurations (terminal and non-terminal) & MIS reports**

* Tracking of shipment is done on client portals of DP.
* Status code to be given by business and if any codes are to be added then business must identify and provide to tech team.
* Status code are been tracked and consumed and not push updated are consumed.
* No reports available which captures non-terminal status updated eg Out for delivery, pick up count, refusal reasons.

**NDR management**

* Undelivered shipment is downloaded or shared by DP and details are sent to calling.
* Response from CX receives after 24 hours.
* Response are reviewed and share to DP for actions.
* Overall TAT for this cycle to completes takes 36 to 48 hours

**Other reports**

* COD Analytics or Freight reconciliation are managed from DP portal and manual datas, no data in system

**Lifestyle & Max – DC Delivery Partner structure**



**Home centre – DC Delivery Partner structure**



**Lifestyle & Max – SVI Delivery Partner structure** 

**Home Centre – SVI Delivery Partner structure**



# To be Description

Aggregator platform services need to be integrated for orchestration of carriers and other services as mentioned below.

**Shipment creation & Tracking**

- AWB creation would be under the scope of Aggregator platform services.

- Shipment track and trace would be available in client portal of Aggregator

- LI & LMHI Shipment creations and tracking should or shouldn’t come under scope of Aggregator platform services to be debated

**Returns creations & Tracking.**

- AWB creation would be under the scope of Aggregator platform services.

- Shipment track and trace would be available in client portal

**Carrier allocation/selection**

- Mode identifier to passed to Aggregator platform services

- Rule engine to be available for carrier allocation. Filter/Rules criteria as follows:

* By rate – Lowest rate
* By performance - % delivery within TAT
* By NDR returns - % NDR (lowest)
* By weight
* By concept
* By mode of transport – Air,Express,NDD,SDD,Surface &Hyperlocal
* Overrule above logic if necessary
* Load throttle - MinMax
* Auto switch to next ranked DP, if the L1 vendor has tech issue and unable to generate AWB

- Business would define logics of carrier allocation or selection.

- LI & LMHI logic to be under the scope of aggregator or not to be discussed.

**DP Partner and Services to be availed and API configurations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DP** | **Air Mode** | **Surface Mode** | **Hyper local** | **COD** | **Reverse Pick up** | **Open pick up** |
| Xpressbees | ü | ü | û | ü | ü | ü |
| FedEx | ü | ü | û | ü | ü | ü |
| Bluedart | ü | ü | û | ü | ü | ü |
| Ekart | ü | ü | û | ü | ü | ü |
| Delhivery | ü | ü | û | ü | ü | ü |
| Shawdowfax | û | û | ü | ü | ü | û |
| Ecom Express | ü | ü | û | ü | ü | ü |
|  |  |  |  |  |  |  |
| ü | Integration available | | |  |  |  |
| ü | Integration required | | |  |  |  |
| ü | Integration required / Phase 2 (Business to approve) | | |  |  |  |
| û | Not required | | |  |  |  |

**Tracking & Status code integrations**

- Aggregator platform services would consume status code from all DP in different formats and would be pushing us the status code in a unified code for updating the order status.

- Status code consumption would be through **push mechanism.** Currently tracking and consuming status code to be changed to consuming from push status & this would be an addition development which is not in our current architecture.

- To capture additional statuses in our system for sending sms communication to customers. Those are “Out for delivery, 1st attempt done, Reached local hub.” Based on this, we will be able to provide real time updates to customers

- Shipments close to breaching TAT to be pushed to us or a sms has to be sent from Ship delight with Landmark specific concept names

- Overwriting shipment status in case, if the DP fail to pass on the terminal or non-terminal status. (CX requirement, access to controlled user group)

**Analytics DP performance (first, mid & last mile)**

* MIS/Analytics and alter would be a scope of Aggregator platform services.
* Live dash boards at concept level, option to break down or drill down to DC, Store, mode of transport, Zone & Delivery partner etc.
* Master report (Forward & Returns) with all order related, Delivery partner, Weight and updated status information to available for a download options for minimum 60-90 days, (basis system load we can reduce or increase the data pull).
* Alerts creation for irregularities.

**NDR management/ Delivery failure management/ Return re-attempt management**

- Identify reasons for failed delivery in real-time. In CX panel

- Seek and update response from customers & real time updates next steps to DP

- High-efficiency CRM & quick resolution, reduced from 36-48 hrs. TAT to , 24hrs update

- IVR confirmation for reattempt and delivery cancellation responses.

**COD analytics dashboard**

* This an add on reports in analytics.
* Remittance frequency DP wise will be updated in system.
* Remittance data to interfaced by DP.
* In absence of interface, option for manual upload of remittance details to be available.
* Outstanding & COD remittance performance reported to be enabled
* Publish COD outstanding basis the remittance cycle

**Freight reconciliation**

* This an add on reports in analytics.
* Provide a reconciliation summary basis the weight captured, and DP billed.
* Freight contract input would be updated in system.
* Weight details would be extracted from FTP or uploaded options.
* Report to simulated.

**Other Requirement**

* Tracking details to be available for last 90 days historic data.
* System Sync with our CRM tool (One Direct)
* POD storage
* Update delivery or return status update in the system as exceptions, in case of any misses/issues

**System Control requirement, user access.**

* Admin user for all Concepts
* Admin user at concept levels
* Logistic User access – Concept level
  + Carrier allocation rule engine inputs
  + Shipment tracking
  + Shipment Status over-writing
  + Dashboard, Analytics & MIS
  + NDR management/ Delivery failure
  + COD analytics
  + Freight reconciliations
* CX User access – Concept level
  + Shipment tracking
  + NDR management
  + Shipment Status over-writing (Controlled user only)

**Purposed - Lifestyle & Max – DC Delivery Partner structure**



**Purposed - Home centre – DC Delivery Partner structure**



**Purposed - Lifestyle & Max – SVI Delivery Partner structure**



**Purposed – Home centre – SVI Delivery Partner structure**

