

The logo for Interport is centered on the page. It consists of three horizontal bars: a top orange bar, a middle white bar containing the word "INTERPORT" in a bold, dark blue, italicized sans-serif font, and a bottom dark blue bar.

***INTERPORT***

# Enterprise System Design for Interport Cargo Services

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# Business environment- Business capability map

## Business Capability Map



## *Capability Map Justification*

### **Strategic Capability**

Customer Relationship Management is strategic as it secures steady revenue through long-term contracts, enhances retention and reputation by monitoring satisfaction, builds differentiation with loyalty programs and protects profitability by prioritising key accounts.

Corporate Governance & Risk Management is strategic because it enforces strong policies, reduces exposure through risk assessment, ensures alignment with business planning and strengthens accountability with internal audits.

Sustainability & ESG Management is strategic as it drives compliance with ESG certifications, improves reputation with green logistics initiatives, ensures accountability through emissions tracking and builds trust through community engagement.

Investment Management is strategic because it grows the business by acquiring assets, ensures long-term planning through capital budgeting, improves resource allocation with ROI monitoring and spreads risk through digital and diversified investments.

Marketing Management is strategic as it secures growth by targeting the right customers, builds reach through digital channels, strengthens brand identity, and increases competitiveness with continuous performance monitoring.

Finally, Property Management is strategic since it secures logistics facilities through leasing, optimises warehouse capacity, maintains asset values, and prepares the company for expansion.

## **Value-Added Capability**

Job Booking Management adds value by enabling accurate job type selection, managing workflows, scheduling and ensuring booking confirmations.

Storage & Warehousing Management is value-added as it ensures efficient space management, maintains accurate inventory and applies correct storage charges.

Transportation Management is value-added as it reduces costs with proper fleet allocation, optimises routes and provides delivery status updates.

AQIS Accredited Cleaning & Customs Management is value-added as it ensures quarantine compliance, coordinates cleaning processes, manages documentation and ensures biosecurity integrity.

Fumigation Services Management adds value by ensuring compliant unpacking, treatment approvals, verification and reporting.

Freight Logistics Management is value-added as it secures supply chain visibility, coordinates end-to-end shipments and ensures timely deliveries.

Freight Quotation & Pricing Management is value-added as it wins business through timely quotation requests, maintains fair pricing references, manages discounts and balances profitability.

Finally, Damage Reporting Management adds value by capturing evidence, issuing timely damage reports, inspecting cargo and tracking resolutions to maintain transparency as well as trust.

## **Support Capability**

Financial Management supports the business by securing revenue through billing, planning effectively with budgeting, analysing profitability and meeting compliance.

HR Management supports operations by recruiting and onboarding skilled staff, managing performance, delivering training and ensuring staff retention.

IT Management is supportive as it integrates systems, ensures cybersecurity, maintains infrastructure and provides user support.

Administration Management supports the business by maintaining documents, records, office operations and internal communications.

Maintenance Management provides support by scheduling upkeep, repairing equipment and applying preventive maintenance to keep operations reliable.

Lastly, Corporate Services Management supports overall governance by maintaining supplier relationships, ensuring legal compliance, managing contracts and applying quality assurance processes.

# Requirement Gathering and Analysis

## 3.1.1 -Quotation to perform a job:

**User Role:** Customer, Quotation officer, CIO, and Department Manager

**Epic:** Interport Cargo Quotation Management

### Feature 1: Quotation Request Submission and Validation

#### USER STORIES

As a customer, I want to register my information when submitting a quotation request so that it can be stored.

As a customer, I want my information to be auto filled in future quotation requests after it's saved so that I can submit quotation requests quickly.

As a customer, I want to enter job details such as source, destination, package type, and container quantity so that I can ensure my quotation will be accurate.

As a customer, I want to specify the job nature such as export/import, packing/unpacking, or requires quarantine so that the job requirements are clear.

As a customer, I want to be able to attach additional supporting information to the quotation request so that the entire job description is clear

As a quotation officer, I want the system to notify me if any needed details are missing so that I can alert the customer of rejection.

As a quotation officer, I want quotation requests to be categorised by container size and type so that the correct rate schedule applies.

As a quotation officer, I want to be able to link the quotation request to the depot and transport schedule so that correct pricing is ensured.

As a quotation officer, I want to be able to label a request as either valid or invalid so that false or misleading requests are not processed/booked.

***As a quotation officer, I want to validate that customer and job details are***

***complete and acceptable so that only complete requests are processed.***

**Acceptance criteria:**

1. The system must check that all required customer details are provided in the request.
2. The system must verify that all required job details are provided in the request.
3. The system must display an error message if any required field is missing.
4. The system must scan that attached documents are in the required format.
5. The system must have a status for each request, that being “valid”, “invalid”, and “being assessed”.
6. The system must give quotation requests the “valid” status only after the request has been assessed.

## **Feature 2: Quotation Preparation and Cost Handling**

### **USER STORIES**

As a quotation officer, I want to access transport, depot, and rate scheduling so that I can formulate accurate quotations.

As a quotation officer, I want to select the container type (20/40ft) and vehicle type (side loader/SKEL) for the quotation so that rates schedule can be handled

As a quotation officer, I want to be able to provide potential reduced rates for container drop and swap operations so that cost effectiveness is assured.

As a department manager, I want to be able to review and approve discounted quotations so that decisions made on pricing comply with company policy.

As a quotation officer, I want each quotation made to have a generated unique identifier and creation date so that it can be tracked and stored.

As a quotation officer I want to view the list of charges attached to a quotation so that I can verify them before confirming.

As a quotation officer, I want to be able to revise rates on a quotation when customers request changes so that quotes can be updated and accurate.

As a department manager, I want to approve revised rate quotations before confirming so that changes can be properly authorised.

As a quotation officer, I want to be able to finalise and send quotations to customers so that they can review and finalise them within 30 days.



***As a quotation officer, I want to include surcharges during the goods delivery process so that costs can be covered***

**Acceptance Criteria:**

1. The system must allow the quotation officer to view all applicable surcharges for a job/quotation
2. The system must add the surchargers to the base total cost of the quotation
3. The system must allow the quotation officer to manually modify surchargers with justifications if required.
4. The system must update the quotation dynamically when surchargers are modified, added or removed.
5. The system must save a record of all changes made to the surcharges in a quotation
6. The system must calculate all surchargers based on job details.

### **Feature 3: Quotation Tracking and Monitoring:**

#### **USER STORIES**

As a customer, I want to receive my quotation and be able to review it within 3- days so that I can decide if I want to proceed.

As a customer, I want to be able to revise rates if needed so that the quotation can better fit my cost requirements.

As a quotation officer, I want to be notified when a customer accepts a quotation so that the job can be booked

As a quotation officer i want to be notified when a customer rejects a quotation so that the request can be closed or reviewed.

As a quotation officer, I want to track the status of all quotations so that I have full visibility of them.

As the CIO, I want to receive recurring alerts on quotations that are unfinalised so that I can monitor delays and inefficiencies.

As a CIO, I want to see all pending quotations so that I can monitor performance.

As a quotation officer, I want to label revised quotations as “revised” so that I can document and record quotation history.

As a department manager, I want to be able to generate reports of quotations issued, revised and closed so that performance can be analysed

***As a quotation officer, I want the system to automatically close quotations that are not responded to within 30 days so that records remain neat.***

**Acceptance Criteria:**

1. The system must calculate the expiry date as 30 days from the issue date of the quotation.
2. The system must label the status of the quotation as closed/expired when 30 days pass without a customer response.
3. The system must prevent expired/closed quotations from being altered or interacted with by customers
4. The system must alert the quotation officer when a quotation expires.
5. The system must record the closure/expiry date and reason for closure
6. The system must display expired quotations in the quotation officer's dashboards in an "expired" category.

## ***Functional VS Non-Functional Requirements***

### **Feature 1: Quotation Request Submission and Validation**

Functional	<ol style="list-style-type: none"><li>1. Allow new customers to save their information when submitting their first quotation request</li><li>2. Autofill customer details in quotation request form</li><li>3. Save job details such as destination, package type and container quantity</li><li>4. Save nature of the job in quotations (import/export, packing/unpacking, quarantine, etc)</li><li>5. Allow customers to attach documents to quotation requests</li><li>6. Scan all required fields for completion before request submission</li><li>7. Alert quotation officer of flagged requests.</li><li>8. link quotation requests to depot, transport schedules</li><li>9. sort requests by container size and other selections for rate calculation</li><li>10. Save the status of every quotation request</li></ol>
Non-Functional	<ol style="list-style-type: none"><li>1. Request submission system is available 24/7</li><li>2. Form to be user friendly for customers to submit requests</li><li>3. maintain high reliability to handle high traffic</li></ol>

## Feature 2: Quotation Preparation and Cost Handling

Functional	<ol style="list-style-type: none"><li>1.Allow access to quotation officers for depot, transport and rate schedules</li><li>2.Calculate quotations based on factors such as container type, port fees and vehicle type</li><li>3.Add additional surcharges to the quotation where applicable (e.g. dangerous goods, rural tailgate).</li><li>4.Allow quotation officers to apply discounts where permitted.</li><li>5.generate unique identifier for quotations</li><li>6.Give customers 30 days to review finalised quotation.</li><li>7.give permission to customers to review quotations within the 30 days</li><li>8.allow customers to cancel at any time</li></ol>
Non-Functional	<ol style="list-style-type: none"><li>1.Ensure all calculations are accurate when consideration all possible changes</li><li>2.Ensure all aspects customers see are easy to view and understand.</li><li>3.Only managers can give authority for discounts and revised quotations.</li></ol>

### Feature 3: Quotation Tracking and Monitoring:

Functional	<ol style="list-style-type: none"><li>1.Send finalised quotes to customers with 30-day window for customers to accept, reject or request revision</li><li>2.notify quotation officers when a customer accepts, rejects or requests revision</li><li>3.Close finalised quotations automatically if not responded to within 30 days</li><li>4.Track and display status of quotation</li><li>5.Provide notifications to CIO regarding unfinalised/un-responded to quotations</li><li>6.Send unfinalised, pending and overdue quotations to CIO dashboard</li><li>7.Save revision history of any quotation.</li><li>8.Allow managers to generate reports regarding any quotations.</li></ol>
Non-Functional	<ol style="list-style-type: none"><li>1.Quotation status to be updated within 10 seconds of change being implemented</li><li>2.Customers to be alerted of changes within 15 minutes</li><li>3.Ensure CIO dashboard receives changes within 20 seconds</li></ol>

## ***Prioritize Requirement (MoSCoW)***

### **Feature 1: Quotation Request Submission and Validation**

Must Have	<ul style="list-style-type: none"><li>1.Allowing Customers to register their details</li><li>2.Option for auto filling of customer details after first quotation request</li><li>3.Capturing Job details listed in quotation request</li><li>4.An error if all required fields are not entered</li><li>5.Record of validation status</li><li>6.save status of all quotation requests</li></ul>
Should Have	<ul style="list-style-type: none"><li>1. Allow customers to upload documents for quotation requests</li><li>2.Automated alerts to quotation officers for flagged quotations</li></ul>
Could Have	<ul style="list-style-type: none"><li>1.Categorisation of requests by specific info such as container type.</li></ul>
Won't Have	N/A

## Feature 2: Quotation Preparation and Cost Handling

Must Have	<ul style="list-style-type: none"><li>1.Access to transport, depot and rate schedules</li><li>2.Inclusion of surcharges where applicable</li><li>3.inclusion of discounts were permitted by manager</li><li>4.finalising and sending quotation to customer</li><li>5.Unique identifier for quotations</li><li>6.quotation calculations based on quotation details</li><li>7.customers have 30-day period to accept, reject or revise quotation</li></ul>
Should Have	<ul style="list-style-type: none"><li>1.Verison control for quotations</li><li>2.quick alerts to notify customer of quotation being formed</li></ul>
Could Have	<ul style="list-style-type: none"><li>1. system generated suggestions for better pricing</li></ul>
Won't Have	N/A



### Feature 3: Quotation Tracking and Monitoring:

Must Have	<ul style="list-style-type: none"><li>1.Sending of quotation to customers with 30-day period for decision</li><li>2.Alerts quotation officers when offer is accepted, rejected or revised</li><li>3.Automated closing of quotations after 30-day period no contact</li><li>4.Tracking of quotation acceptance status</li><li>5.CIO receives periodic alerts of unfinalised quotations.</li><li>6.CIO dashboard showing quotations which are pending or overdue</li></ul>
Should Have	<ul style="list-style-type: none"><li>1.Display of quotation acceptance status</li><li>2.Revision History of quotations</li><li>3.Manager reports of quotations and their status</li></ul>
Could Have	N/A
Won't Have	N/A

# Azure Dev Ops:

## Epics/Features:

Epic	▼ 🏰 Interport Cargo Quotation Management	⋮ ● New	Business
Feature	> 🏆 Quotation Request Submission and Validation	● New	Business
Feature	> 🏆 Quotation Preparation and Cost Handling	● New	Business
Feature	> 🏆 Quotation Tracking and Monitoring	● New	Business

## 1. Quotation Request Submission and Validation

Feature	▼ 🏆 Quotation Request Submission and Validation	⋮ ● New	Business
User Story	📄 As a customer, I want to register my information when...	● New	Business
User Story	📄 As a customer, I want my information to be auto filled...	● New	Business
User Story	📄 As a customer, I want to enter job details such as sour...	● New	Business
User Story	📄 As a customer, I want to specify the job nature such as...	● New	Business
User Story	📄 As a customer, I want to be able to attach additional s...	● New	Business
User Story	📄 As a quotation officer, I want the system to notify me i...	● New	Business
User Story	📄 As a quotation officer, I want quotation requests to be...	● New	Business
User Story	📄 As a quotation officer, I want to be able to link the qu...	● New	Business
User Story	📄 As a quotation officer, I want to be able to label a req...	● New	Business
User Story	📄 As a quotation officer, I want to validate that custome...	● New	Business

**USER STORY 14**

14 As a quotation officer, I want to validate that customer and job details are complete and acceptable so that only complete requests are processed.

No one selected

0 Comments

Add Tag

State

New

Area
iab251

Reason

New

Iteration
iab251\Iteration 1

Description

Click to add Description.

Acceptance Criteria

1. The system must check that all required customer details are provided in the request.  
2. The system must verify that all required job details are provided in the request.  
3. The system must display an error message if any required field is missing.  
4. The system must scan that attached documents are in the required format.  
5. The system must have a status for each request, that being "valid", "invalid", and "being assessed".  
6. The system must give quotation requests the "valid" status only after the request has been assessed.

Planning

Story Points

Priority

2

Risk

Classification

Value area

Business

## 2. Quotation Preparation and Cost Handling

Feature	<div> <div>   Quotation Preparation and Cost Handling </div> <div>  New </div> </div>
User Story	<div> <div>  As a quotation officer, I want to access transport, dep... </div> <div>  New </div> </div>
User Story	<div> <div>  As a quotation officer, I want to select the container ty... </div> <div>  New </div> </div>
User Story	<div> <div>  As a quotation officer, I want to be able to provide po... </div> <div>  New </div> </div>
User Story	<div> <div>  As a department manager, I want to be able to review ... </div> <div>  New </div> </div>
User Story	<div> <div>  As a quotation officer, I want each quotation made to ... </div> <div>  New </div> </div>
User Story	<div> <div>  As a quotation officer I want to view the list of charge... </div> <div>  New </div> </div>
User Story	<div> <div>  As a quotation officer, I want to be able to revise rates... </div> <div>  New </div> </div>
User Story	<div> <div>  As a department manager, I want to approve revised r... </div> <div>  New </div> </div>
User Story	<div> <div>  As a quotation officer, I want to be able to finalise and... </div> <div>  New </div> </div>
User Story	<div> <div>  As a quotation officer, I want to include surcharges du... </div> <div>  New </div> </div>

## USER STORY 24

24 As a quotation officer, I want to include surcharges during the goods delivery process so that costs can be covered

No one selected

0 Comments Add Tag

State	New	Area	iab251
Reason	New	Iteration	iab251\Iteration 1

### Description

Click to add Description.

### Planni

Story F

Priority

2

Risk

### Acceptance Criteria

1. The system must allow the quotation officer to view all applicable surcharges for a job/quotations
2. The system must add the surchargers to the base total cost of the quotation
3. The system must allow the quotation officer to manually modify surchargers with justifications if required.
4. The system must update the quotation dynamically when surchargers are modified, added or removed.
5. The system must save a record of all changes made to the surcharges in a quotation
6. The system must calculate all surchargers based on job details.

### Classii

Value z

Busir

## 3. Quotation Tracking and Monitoring

Feature	Quotation Tracking and Monitoring	New
User Story	As a customer, I want to receive my quotation and be ...	New
User Story	As a customer, I want to be able to revise rates if need...	New
User Story	As a quotation officer, I want to be notified when a cu...	New
User Story	As a quotation officer i want to be notified when a cus...	New
User Story	As a quotation officer, I want to track the status of all ...	New
User Story	As the CIO, I want to receive recurring alerts on quota...	New
User Story	As a CIO, I want to see all pending quotations so that I...	New
User Story	As a quotation officer, I want to label revised quotatio...	New
User Story	As a department manager, I want to be able to genera...	New
User Story	As a quotation officer, I want the system to automatic...	New

USER STORY 34

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### 34 As a quotation officer, I want the system to automatically close quotations that are not responded to within 30 days so that records remain neat.

No one selected
 0 Comments [Add Tag](#)

<b>Status</b>		<b>New</b>	<b>Area</b>	iab251
<b>Reason</b>		<b>New</b>	<b>Iteration</b>	iab251\Iteration 1

#### Description

*Click to add Description.*

#### Acceptance Criteria

- The system must calculate the expiry date as 30 days from the issue date of the quotation.
- The system must label the status of the quotation as closed/expired when 30 days pass without a customer response.
- The system must prevent expired/closed quotations from being altered or interacted with by customers
- The system must alert the quotation officer when a quotation expires.
- The system must record the closure/expiry date and reason for closure
- The system must display expired quotations in the quotation officer's dashboards in an "expired" category.

#### Planning

Story Points

Priority

2

Risk

#### Classification

Value area

Business

**User Role:** Customer and Booking Team

### Feature 1: Automated Booking Creation

As a customer, I want to be notified by email when the booking request is created so that I don't miss important updates.

As a customer, I want to view all my personal and company details be auto-filled in the booking so that I don't have to type them again.

As a customer, I want to view the booking request to show the date and time it was generated so that I have a record for my reference.

As a customer, I want to view the system to display a short message if the booking cannot be generated due to system maintenance so that I know to try again later.

As a customer, I want to view the system clearly tell me if the booking request cannot be generated due to unknown issues so that I know to follow up with the booking team

As a customer, I want to view the booking request be sent to me within 30 minutes of quotation acceptance so that I don't have to wait for a long time.

As a customer, I want to view the system, including the assigned booking staff's contact details in the booking request so that I know who to reach out to for questions.

As a customer, I want to ensure that all information in the booking request matches the quotation so that I can trust the accuracy of the booking.

***As a customer, I want all my personal and company details to be auto-filled in the booking so that I don't have to type them again.***

Acceptance Criteria:

1. The system must automatically extract customer details from the accepted quotation record.
2. The booking request must display the customer's key information such as full name, company name and contact number in pre-filled fields
3. The system must ensure that the auto-filled details match exactly with the customer information stored in the quotation.
4. If any required customer detail is missing in the quotation, the system must

flag it as “incomplete” and inform the booking team.

5. The system must allow the customer to view the auto-filled details in a read-only format
6. If the system cannot extract customer details successfully. The system must display a short message “Error, please contact booking staff”.

## **Feature 2: Booking Validation**

### **USER STORIES**

As a customer, I want to view all booking details in the validation page so that I can confirm the booking information is correct.

As a customer, I want to view the booking details be read-only format so that I can avoid accidentally editing the booking details.

As a customer, I want to have the option to accept the booking request so that I can confirm that the booking request details are aligned with the scope.

As a customer, I want to view a short message “request submitted successfully !” once I click the accept button so that I can ensure the request has been successfully

submitted.

As a customer, I want to have the option to return the booking if discrepancies are found so that the booking team can correct it.

As a customer, I want to view the validation status “Accepted/Returned/Pending” be visible in real time so that I can track the progress of my booking.

As a customer, I want to see a clear contact icon or button on the validation page so that I can directly reach out to the assigned booking staff.

***As a customer, I want to have the option accept the booking request so that I can confirm that the booking request details are aligned with the scope.***

Acceptance Criteria:

1. The system must display an “Accept” button on the booking validation page.
2. The “Accept” button must only be enabled after all booking details are fully loaded on the page.
3. The system must require the customer to confirm acceptance before submission.
4. The system must store the acceptance action with the timeframe, booking ID and customer ID in the database.



5. The system must send an email notification to the customer containing the booking reference number and acceptance confirmation details.
6. The booking team must be automatically notified when a customer accepts a booking, including the booking reference number and acceptance time.

### **Feature 3: External System Update**

#### **USER STORIES**

As a booking staff, I want to receive a notification when a customer accepts a booking so that I can begin updating the external systems.

As a booking staff, I want to view all accepted booking details so that I can update them correctly in YardBuddy, FreightMate and AccountPal.

As a booking staff, I want to view the booking details be formatted consistently so that I can transfer them into external systems without errors.

As a booking staff, I want to see a clear status (Success, Pending, Failed) for each external system update so that I know which systems are up to date.

As a booking staff, I want to receive short error messages if an update fails so that I

can quickly identify and resolve the problem.

As a booking staff, I want to enter my Staff ID and Name to the booking so that everyone knows who is responsible for updating the systems.

As a booking staff, I want to generate a confirmation report after all systems are updated so that I can prove the booking has been processed successfully.

As a booking staff, I want to view the contractor list so that I can contact the external system contractor when I encounter system issues.

***As a booking staff, I want to view all accepted booking details so that I can update them correctly in YardBuddy, FreightMate and AccountPal.***

Acceptance Criteria:

1. The system must display a booking details page for each customer-accepted booking.
2. The booking details must be presented in a structured format to make them easy to read.
3. The system must ensure that the booking details are consistent with the accepted quotation record.
4. The booking staff must be able to search and filter accepted bookings by booking id, customer id or customer name.

5. The system must show the status of the booking
6. If any mandatory booking detail is missing, the system must flag it and notify the booking staff before external system updates are attempted.
7. The system must allow the booking staff to export or download the booking details in a standard format for reporting.

## Functional VS Non-Functional Requirements

### Feature 1: Automated Booking Creation

Functional Requirement	<ol style="list-style-type: none"><li>1. Notify the customer by email when the booking request is created.</li><li>2. Generate a booking request with a unique booking ID linked to the quotation.</li><li>3. Auto-fill all customer personal and company details in the booking request.</li><li>4. Display the date and time the booking request was generated.</li><li>5. Show assigned booking staff's contact details in the booking request.</li><li>6. Ensure that all information in the booking request matches</li></ol>
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	<p>the quotation.</p> <ol style="list-style-type: none"> <li>7. Display a short message if the booking cannot be generated due to system maintenance.</li> <li>8. Display a clear message if the booking cannot be generated due to unknown issues.</li> </ol>
Non-Functional Requirement	Ensure the booking request is sent to the customer within 30 minutes of quotation acceptance

## Feature 2: Booking Validation

Functional Requirement	<ol style="list-style-type: none"> <li>1. Allow the customer to view all booking details on the validation page.</li> <li>2. Display booking details in read-only format so the customer cannot edit them.</li> <li>3. Provide the option for the customer to accept the booking request.</li> <li>4. Display a short confirmation message ("Request submitted successfully!") once the customer accepts.</li> <li>5. Provide the option for the customer to return the booking if discrepancies are found.</li> <li>6. Automatically notify the booking team when a booking is returned.</li> </ol>
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	<ol style="list-style-type: none"> <li>7. Display the booking validation status (Accepted / Returned / Pending) in real time.</li> <li>8. Provide a clear contact icon/button so the customer can directly reach the assigned booking staff.</li> </ol>
Non-Functional Requirement	<ol style="list-style-type: none"> <li>1. The "Request submitted successfully" confirmation message must be clear and visible to avoid confusion</li> <li>2. The validation page must be available most of the time to ensure customers can always respond.</li> <li>3. Contact icon/button must follow usability standards</li> </ol>

### Feature 3: External System Update

Functional Requirement	<ol style="list-style-type: none"> <li>1. Notify booking staff when a customer accepts a booking.</li> <li>2. Display all accepted booking details (customer, container, job type, etc.) for staff.</li> <li>3. Format booking details consistently for transfer into YardBuddy, FreightMate, and AccountPal.</li> <li>4. Show a clear update status Success, Pending and Failed for each external system.</li> <li>5. Provide short error messages if an update fails.</li> <li>6. Allow booking staff to enter their Staff ID and Name into the booking record.</li> <li>7. Generate a confirmation report once all systems are updated.</li> </ol>
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	8. Provide a contractor list (with contact details) for YardBuddy, FreightMate, and AccountPal.
Non-Functional Requirement	1. Booking details formatting must comply with external system data standards. 2. Error messages must be clear, concise, and non-technical for staff usability. 3. Confirmation report must be generated in standard formats

## Prioritize Requirement (MoSCoW)

### Feature 1: Automated Booking Creation

Must Have	Email notification to the customer when booking is created.  Generate a booking with a unique booking ID linked to the quotation.  Auto-fill customer & company details.  Show staff contact details in the booking.  Ensure booking info matches the quotation.
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	Booking sent within 30 minutes of quotation acceptance.
Should Have	<p>Display the generated date/time on the booking.</p> <p>Maintenance message if the booking can't be generated.</p>
Could Have	Unknown-issue message with guidance to contact support.
Won't Have	N/A

## Feature 2: Booking Validation

Must Have	<p>Read-only validation page with all booking details.</p> <p>Accept the booking option.</p> <p>Return booking option + auto-notify booking team.</p> <p>Show real-time status: Accepted / Returned / Pending.</p> <p>Contact icon/button to reach assigned staff.</p>
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Should Have	<p>Confirmation toast/message on accept ("Request submitted successfully!").</p> <p>Validation page high availability (e.g., ≥99.5%) so customers can respond.</p>
Could Have	Contact icon follows specific usability standard.
Won't Have	N/A

### Feature 3: External System Update

Must Have	<p>Notify booking staff when customer accepts.</p> <p>Show full accepted booking details.</p> <p>Format details consistently for YardBuddy, FreightMate, AccountPal.</p> <p>Show per-system status (Success / Pending / Failed).</p>
-----------	--



	<p>Allow Staff ID &amp; Name entry.</p> <p>Generate the confirmation report after all systems updated.</p> <p>Formatting complies with external systems' data standards.</p>
Should Have	<p>Short, clear error messages on failures.</p> <p>Report in standard formats (PDF/CSV).</p>
Could Have	<p>Provide contractor contact list.</p>
Won't Have	<p>N/A</p>

## Azure DevOps

Epic/Feature

Interport Cargo Services-Booking a Job Team

New Work Item

View as Board

Column Options

Backlog

Analytics

Epics

	Order	Work Item Type	Title	State	Effort	Busin...	Value Area	Tags
	1	Epic	Interport Cargo Booking Management	New			Business	
		Feature	Automated Booking Creation	New			Business	
		Feature	Booking Validation	New			Business	
		Feature	External System Update	New			Business	

1. Automated Booking Creation:

	Order	Work Item Type	Title	State	Effort	Busin...	Value Area	Tags
	1	Epic	Interport Cargo Booking Management	New			Business	
		Feature	Automated Booking Creation	New			Business	
		User Story	As a customer, I want to be notified by email when th...	New			Business	
		User Story	As a customer, I want to view the booking request to i...	New			Business	
		User Story	As a customer, I want to view all my personal and com...	New			Business	
		User Story	As a customer, I want to view the booking request to s...	New			Business	
		User Story	As a customer, I want to view the system to display a s...	New			Business	
		User Story	As a customer, I want to view the system clearly tell m...	New			Business	
		User Story	As a customer, I want to view the booking request be ...	New			Business	
		User Story	As a customer, I want to view the system, including th...	New			Business	
		User Story	As a customer, I want to ensure that all information in ...	New			Business	
		Feature	Booking Validation	New			Business	
		Feature	External System Update	New			Business	

USER STORY 7

7 As a customer, I want to view all my personal and company details be auto-filled in the booking so that I don't have to type them again.

No one selected0 CommentsAdd TagSave and Close

StateNew

AreaInterport Cargo Services-Booking a Job

ReasonNew

IterationInterport Cargo Services-Booking a Job\Iteration 1

Description

Click to add Description.

Acceptance Criteria

1. The system must automatically extract customer details from the accepted quotation record.

2. The booking request must display the customer's key information such as full name, company name and contact number in pre-filled fields

3. The system must ensure that the auto-filled details match exactly with the customer information stored in the quotation.

4. If any required customer detail is missing in the quotation, the system must flag it as "incomplete" and inform the booking team.

5. The system must allow the customer to view the auto-filled details in a read-only format

6. If the system cannot extract customer details successfully. The system must display a short message "Error, please contact booking staff."

Planning

Story Points

Priority2

Risk

Classification

Value area

Business

Deploymer

To 1 wor def in y mo rep

Developme

Add link

Link req you a bi

2. Booking Validation:

	Order	Work Item Type	Title	State	Effort	Busin...	Value Area	Tags
	1	Epic	👑 Interport Cargo Booking Management	New			Business	
		Feature	> 🍷 Automated Booking Creation	New			Business	
...	+	Feature	🍷 Booking Validation	New			Business	
		User Story	👤 As a customer, I want to view all booking details in the...	New			Business	
		User Story	👤 As a customer, I want to view the booking details be r...	New			Business	
		User Story	👤 As a customer, I want to have the option to accept the...	New			Business	
		User Story	👤 As a customer, I want to view a short message "reques...	New			Business	
		User Story	👤 As a customer, I want to have the option to return the ...	New			Business	
		User Story	👤 As a customer, I want to view the validation status "Ac...	New			Business	
		User Story	👤 As a customer, I want to see a clear contact icon or bu...	New			Business	
		Feature	> 🍷 External System Update	New			Business	

#### 👤 USER STORY 16

16 As a customer, I want to have the option to accept the booking request so that I can confirm that the booking request details are aligned with the scope.

👤 No one selected

💬 0 Comments [Add Tag](#)

📄 Save and Close

👁 Follow

State	New	Area	Interport Cargo Services-Booking a Job	Updated 1
Reason	New	Iteration	Interport Cargo Services-Booking a Job\Iteration 1	<a href="#">Details</a>

#### Description

*Click to add Description.*

#### Acceptance Criteria

1. The system must display an "Accept" button on the booking validation page.
2. The "Accept" button must only be enabled after all booking details are fully loaded on the page.
3. The system must require the customer to confirm acceptance before submission.
4. The system must store the acceptance action with the timeframe, booking ID and customer ID in the database.
5. The system must send an email notification to the customer containing the booking reference number and acceptance confirmation details.
6. The booking team must be automatically notified when a customer accepts a booking, including the booking reference number and acceptance time.

#### Planning

Story Points

Priority

2

Risk

#### Classification

Value area

Business

#### Deployment

To track releases asso work item, go to [Release](#) deployment status re in your pipeline's Opt [more about deployment reporting](#)



#### Development


##### Add link

Link an Azure Repos [request](#) or [branch](#) to your development. Yc [a branch](#) to get starte


#### Related Work


### 3. External System Update:


 	Order	Work Item Type	Title	State	Effort	Busin...	Value Area	Tags
	1	Epic	👑 Interport Cargo Booking Management	● New			Business	
		Feature	👑 Automated Booking Creation	● New			Business	
		Feature	👑 Booking Validation	● New			Business	
⋮ +		Feature	👑 External System Update	⋮ ● New			Business	
		User Story	👤 As a booking staff, I want to receive a notification whe...	● New			Business	
		User Story	👤 As a booking staff, I want to view all accepted bookin...	● New			Business	
		User Story	👤 As a booking staff, I want to view the booking details ...	● New			Business	
		User Story	👤 As a booking staff, I want to see a clear status (Succes...	● New			Business	
		User Story	👤 As a booking staff, I want to receive short error messa...	● New			Business	
		User Story	👤 As a booking staff, I want to enter my Staff ID and Na...	● New			Business	
		User Story	👤 As a booking staff, I want to generate a confirmation r...	● New			Business	
		User Story	👤 As a booking staff, I want to view the contractor list so...	● New			Business	



 USER STORY 22



22 As a booking staff, I want to view all accepted booking details so that I can update them correctly in YardBuddy, FreightMate and AccountPal.

 No one selected

 0 Comments
Add Tag

 Save and Close

State  New
Area Interport Cargo Services-Booking a Job
Reason  New
Iteration Interport Cargo Services-Booking a Job\Iteration 1

Description

Click to add Description.

Acceptance Criteria

1. The system must display a booking details page for each customer-accepted booking.  
2. The booking details must be presented in a structured format to make them easy to read.  
3. The system must ensure that the booking details are consistent with the accepted quotation record.  
4. The booking staff must be able to search and filter accepted bookings by booking id, customer id or customer name.  
5. The system must show the status of the booking  
6. If any mandatory booking detail is missing, the system must flag it and notify the booking staff before external system updates are attempted.  
7. The system must allow the booking staff to export or download the booking details in a standard format for reporting.

Planning

Story Points
Priority 2
Risk

Classification

Value area
Business

Deployment

To track rele work item, deployment in your pipe [more about reporting](#)

Development

Add link

Link an Azu [request](#) or your develo [a branch](#) to

Related Work

### 3.3.1 The Process of Outturn:

Users:

Epic: Outturn Process Management

## **Feature 1: Outturn Job Creation and Inspection**

### **USER STORIES**

As an inspector, I want to identify the type of storage, so the system tracks how goods are stored (pallets, crates, loose cargo).

As an inspector, I want to see the live status of an Outturn job to see what stage the inspection is at.

As an inspector I want to be able to identify which cargo shipment I am verifying with a view to all job details.

As an inspector I want to approve cargo and ensure errors within shipment are caught early before Outturn Inspections are handed through final submission.

As an inspector, I want to upload and provide notes to customers and supervisors so that they can view any additional context that is needed.

As an inspector, I want to record the number of cargos unpacked to ensure the system has an accurate count.

As an inspector, I want to have a secure place for all inspection records to ensure they are available for audits.

As an inspector, I want to flag any biosecurity protocol breaches for any quarantine needs (approved, hold, treatment needed).

***As an inspector, I want to record the number of cargos unpacked to ensure the***

***system has an accurate count.***

### **Acceptance Criteria**

1. Inspectors should be able to enter the number of cargos unpacked in a form.
2. The system must display an error message if incorrect details or invalid data is entered (symbols, decimals, negative no. Etc.)
3. The system must display a count cargo field that is accessible for both desktop and mobile devices.
4. The most recent unpacked cargo count must be automatically shown in the Outturn job summary.
5. The entered cargo count must be displayed and accessible in the Outturn job records once saved.
6. Changes and updates to a cargo count must be logged displaying the date and time, the cargo ID, the old value and the new value entered.

### **Feature 2: Evidence Capture and Damage Recording**

## USER STORIES

As an inspector, I want to upload images of any damage to each item to ensure customers have photo proof of the condition.

As an inspector, I want the system to generate a damage notification report, to share with customers immediately of the damage.

As an inspector I want the damage notification report to include information such as photos and inspector notes to ensure trust with customers.

As an inspector, I want to log damaged items with unique identifiers / codes to ensure the system can track what cargo is affected.

As an inspector, I want to review damage reports before they are sent to ensure incorrect information sent to clients is avoided.

As an inspector, I want timestamps to automatically be placed on photos to avoid doing it manually.

As an inspector, I want to be able to describe the damage done to the item to identify the cause.

***As an inspector, I want to log damaged items with unique identifiers / codes to***

***ensure the system can track what cargo is affected.***

### **Acceptance Criteria**

1. A unique identifier (UI) for each cargo must be available to enter for all inspectors for each damaged item.
2. Duplicates of unique identifiers should be prevented within the system
3. Each damaged item must be assigned to one UI
4. The system must display a predefined list of all cargo items that inspectors can select and search codes.
5. Multiple damaged items must be allowed to be logged within the same Outturn Job (all with their own UI)
6. The code must be displayed alongside the damage details in the job record.

### **Feature 3: Worker Assignment and Safety**



## **USER STORIES**

As a supervisor, I want to assign workers to each Outturn job to ensure roles are clear and organisation is present.

As a worker, I want to be able to view my current assigned jobs to ensure i know ym responsibilities.

As a worker, I want to be able to clock in and out of assigned jobs, to ensure my working hours are tracked.

As a worker, I want my hours / time to be auto calculated to ensure that I dont need to auto calculate them.

As a supervisor, I want my workers to complete a PPE checklist to ensure workplace health and safety is present.

As a supervisor, I want to be able to approve worker hours to ensure costing and payroll are accurate and precise.

As a supervisor, I want to see the total time spent unpacking to ensure productivity can be measured and organised.

***As a supervisor, I want to assign workers to each Outturn job to ensure roles***

***are clear and organisation is present.***

### **Acceptance Criteria**

1. The Outturn job should display all the assigned workers for that specific job.
2. The system must only allow users with supervisor permissions to assign or change assigned workers.
3. The system must prevent workers from being assigned twice to the same job
4. Assigned workers must receive a notification of their assigned job via email or dashboard alert.
5. Assignment field must be accessible on both desktop and mobile devices.
6. Worker assignments should be visible to all supervisors and managers in job summary reports.

### **Feature 1: Outturn Job Creation and Inspection**

Functional Requirement	<ol style="list-style-type: none"> <li>1. From an accepted booking, create an outturn job and have the cargo, shipment, client, and ETA automatically filled in.</li> <li>2. View and confirm important shipment information, such as commodity, item lines, seal numbers, and container ID.</li> <li>3. With field validation, note the number of unpacked pieces, the style of storage (pallet, crate or loose), and the quantity of stretch wrap.</li> <li>4. Record quarantine results (pass, hold, or treatment), together with remarks and reference numbers.</li> <li>5. Attach the inspection comments in free-text format to the job record.</li> <li>6. To complete and lock inspection details, a supervisor's consent is required.</li> <li>7. Job status changes in real time (Not Started, In Progress, On Hold, and Completed).</li> </ol>
Non-Functional Requirement	<ol style="list-style-type: none"> <li>1. To avoid inaccurate or missing entries, validate every data field.</li> <li>2. Limit access so that customers can only view, supervisors can approve, and inspectors can only modify their own jobs.</li> <li>3. Permit Outturn job data to be easily integrated with AccountPal, FreightMate, and YardBuddy.</li> </ol>

## Feature 2: Evidence Capture and Damage Recording

Functional Requirement	<ol style="list-style-type: none"><li>1. Capture pictures and upload the images at predetermined intervals (seal check, doors open, partial unload, empty container)</li><li>2. Using unique identifiers / cargo codes, quantities, type/severity, and remarks, record damages for each item.</li><li>3. Each damage entry should have one or more images attached.</li><li>4. Create a customised Damage Notification Report (in PDF or HTML) that includes counts, notes, inspectors, items, images, and timestamps.</li><li>5. Before reports are distributed to clients, let supervisors assess and approve them.</li><li>6. Track the status of deliveries and provide reports via email or portal.</li></ol>
Non-Functional Requirement	<ol style="list-style-type: none"><li>1. Upload photos within 10 seconds</li></ol>

### Feature 3: Worker Assignment and Safety

Functional Requirement	<ol style="list-style-type: none"><li>1. Each Output job should have one or more workers assigned from an active employee list.</li><li>2. Give workers access to "My Jobs," which contains information about their schedule, location, and employment status.</li><li>3. Give workers the option to automatically calculate their total hours worked and to clock in and out of work.</li><li>4. Allow supervisors to approve worker timesheets and make changes with justification.</li><li>5. Before a job can start, PPE checklists should be completed.</li><li>6. Permit workers to record potential risks in the workplace by taking notes or pictures.</li></ol>
Non-Functional Requirement	<ol style="list-style-type: none"><li>1. Only supervisors should be able to assign or approve times; enforce role-based permissions.</li></ol>

## Prioritize Requirement (MoSCoW)

### Feature 1: Outturn Job Creation and Inspection

Must Have	<ol style="list-style-type: none"><li>1. From an accepted booking, create an outturn job and have the cargo, shipment, client, and ETA automatically filled in.</li><li>2. View and confirm important shipment information, such as commodity, item lines, seal numbers, and container ID.</li><li>3. With field validation, note the number of unpacked pieces, the style of storage (pallet, crate or loose), and the quantity of stretch wrap.</li><li>4. Record quarantine results (pass, hold, or treatment), together with remarks and reference numbers.</li><li>5. To complete and lock inspection details, a supervisor's consent is required.</li><li>6. To avoid inaccurate or missing entries, validate every data field.</li><li>7. Limit access so that customers can only view, supervisors can approve, and inspectors can only modify their own jobs.</li></ol>
Should Have	<ol style="list-style-type: none"><li>1. Attach the inspection comments in free-text format to the job record.</li><li>2. Job status changes in real time (Not Started, In Progress, On Hold, and Completed).</li><li>3. Permit Outturn job data to be easily integrated with AccountPal, FreightMate, and YardBuddy.</li></ol>
Could Have	N/A
Won't Have	N/A

## Feature 2: Evidence Capture and Damage Recording

Must Have	<ol style="list-style-type: none"><li>1. Capture pictures and upload the images at predetermined intervals (seal check, doors open, partial unload, empty container)</li><li>2. Using unique identifiers / cargo codes, quantities, type/severity, and remarks, record damages for each item.</li><li>3. Each damage entry should have one or more images attached.</li><li>4. Upload photos within 10 seconds</li><li>5. Create a customised Damage Notification Report (in PDF or HTML) that includes counts, notes, inspectors, items, images, and timestamps.</li></ol>
Should Have	<ol style="list-style-type: none"><li>1. Before reports are distributed to clients, let supervisors assess and approve them.</li><li>2. Track the status of deliveries and provide reports via email or portal.</li></ol>
Could Have	<ol style="list-style-type: none"><li>1. Track the status of deliveries and provide reports via email or portal.</li></ol>
Won't Have	N/A

### Feature 3: **Worker Assignment and Safety**

Must Have	<ol style="list-style-type: none"><li>1. Each Output job should have one or more workers assigned from an active employee list.</li><li>2. Give workers the option to automatically calculate their total hours worked and to clock in and out of work.</li><li>3. Allow supervisors to approve worker timesheets and make changes with justification.</li><li>4. Before a job can start, PPE checklists should be completed.</li><li>5. Only supervisors should be able to assign or approve times; enforce role-based permissions.</li></ol>
Should Have	<ol style="list-style-type: none"><li>1. Permit workers to record potential risks in the workplace by taking notes or pictures.</li></ol>
Could Have	<ol style="list-style-type: none"><li>1. Give workers access to "My Jobs," which contains information about their schedule, location, and employment status.</li></ol>
Won't Have	N/A



# Azure DevOps

## Epic/Feature:

Interport Cargo Outturn Process Team

+ New Work Item

View as Board

Column Options

Backlog

Analytics

Epics

	Order	Work Item Type	Title	State	Effort	Busin...	Value Area	Tags
1		Epic	Outturn Process Management	New			Business	
		Feature	Outturn Job Creation and Inspection	New			Business	
		Feature	Evidence Capture and Damage Recording	New			Business	
		Feature	Worker Assignment and Safety	New			Business	

## 1. Outturn Job Creation and Inspection:

Interport Cargo Outturn Process Team

+ New Work Item

View as Board

Column Options

Backlog

Analytics

Epics

	Order	Work Item Type	Title	State	Effort	Busin...	Value Area	Tags
1		Epic	Outturn Process Management	New			Business	
		Feature	Outturn Job Creation and Inspection	New			Business	
		User Story	As an inspector, I want to identify the type of storage, ...	New			Business	
		User Story	As an inspector, I want to see the live status of an Out...	New			Business	
		User Story	As an inspector I want to be able to identify which car...	New			Business	
		User Story	As an inspector I want to approve cargo and ensure er...	New			Business	
		User Story	As an inspector, I want to upload and provide notes t...	New			Business	
		User Story	As an inspector, I want to record the number of cargo...	New			Business	
		User Story	As an inspector, I want to have a secure place for all in...	New			Business	
		User Story	As an inspector, I want to flag any biosecurity proto...	New			Business	

USER STORY 10

10 As an inspector, I want to record the number of cargos unpacked to ensure the system has an accurate count.

No one selected

0 Comments

Add Tag

State: New

Area: Interport Cargo Outturn Process

Reason: New

Iteration: Interport Cargo Outturn Process\Iteration 1

Description

Click to add Description.

Acceptance Criteria

1. Inspectors should be able to enter the number of cargos unpacked in a form.

2. The system must display an error message if incorrect details or invalid data is entered (symbols, decimals, negative no. Etc.)

3. The system must display a count cargo field that is accessible for both desktop and mobile devices.

4. The most recent unpacked cargo count must be automatically shown in the Outturn job summary.

5. The entered cargo count must be displayed and accessible in the Outturn job records once saved.

6. Changes and updates to a cargo count must be logged displaying the date and time, the cargo ID, the old value and the new value entered.

Planning

Story Points

Priority

2

Risk

Classification

Value area

Business

## 2. Evidence Capture and Damage Recording:

Interport Cargo Outturn Process Team									
<div>Backlog Analytics</div>									
<div><div>+ New Work Item</div><div>View as Board</div><div>Column Options</div></div>									
<div>Epics</div>									
Order	Work Item Type	Title			State	Effort	Busin...	Value Area	Tags
1	Epic	Outturn Process Management			New			Business	
	Feature	Outturn Job Creation and Inspection			New			Business	
	Feature	Evidence Capture and Damage Recording			New			Business	
	User Story	As an inspector, I want to upload images of any dama...			New			Business	
	User Story	As an inspector, I want the system to generate a dama...			New			Business	
	User Story	As an inspector I want the damage notification report ...			New			Business	
	User Story	As an inspector, I want to log damaged items with uni...			New			Business	
	User Story	As an inspector, I want to review damage reports befo...			New			Business	
	User Story	As an inspector, I want timestamps to automatically b...			New			Business	
	User Story	As an inspector, I want to be able to describe the dam...			New			Business	

### USER STORY 17

17 As an inspector, I want to log damaged items with unique identifiers / codes to ensure the system can track what cargo is affected.

No one selected

0 Comments Add Tag

State	New	Area	Interport Cargo Outturn Process
Reason	New	Iteration	Interport Cargo Outturn Process\Iteration 1

#### Description

Click to add Description.

#### Acceptance Criteria

1. A unique identifier (UI) for each cargo must be available to enter for all inspectors for each damaged item.
2. Duplicates of unique identifiers should be prevented within the system
3. Each damaged item must be assigned to one UI
4. The system must display a predefined list of all cargo items that inspectors can select and search codes.
5. Multiple damaged items must be allowed to be logged within the same Outturn Job (all with their own UI)
6. The code must be displayed alongside the damage details in the job record.

#### Planning

Story Points

Priority

2

Risk

#### Classification

Value area

Business

### 3. Worker Assignment and Safety:

Interport Cargo Outturn Process Team

New Work Item

View as Board

Column Options

Backlog

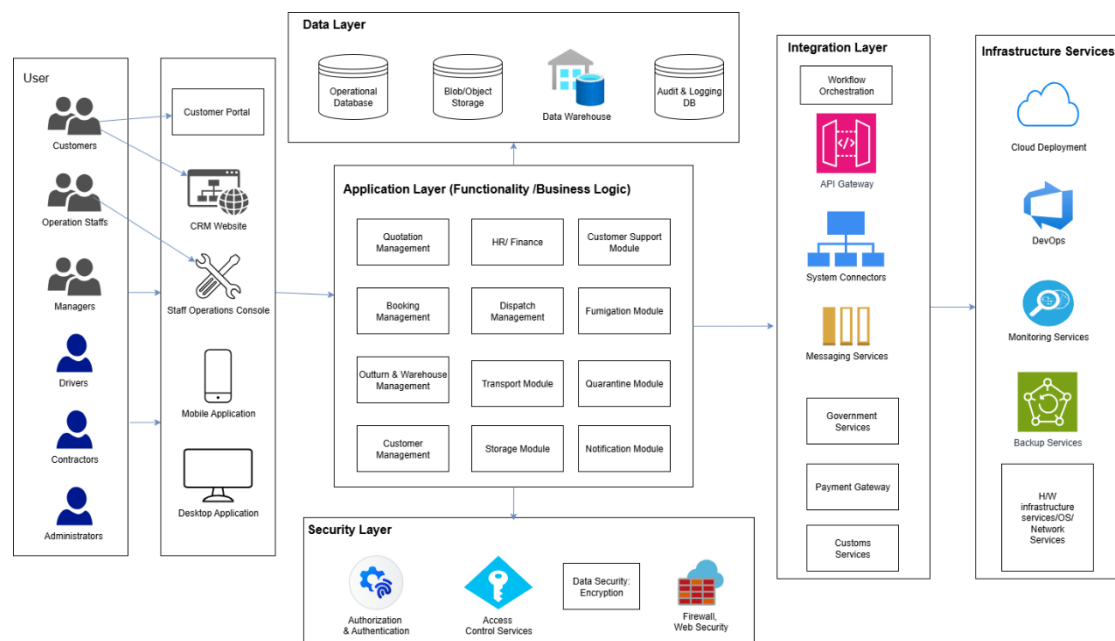
Analytics

Epics

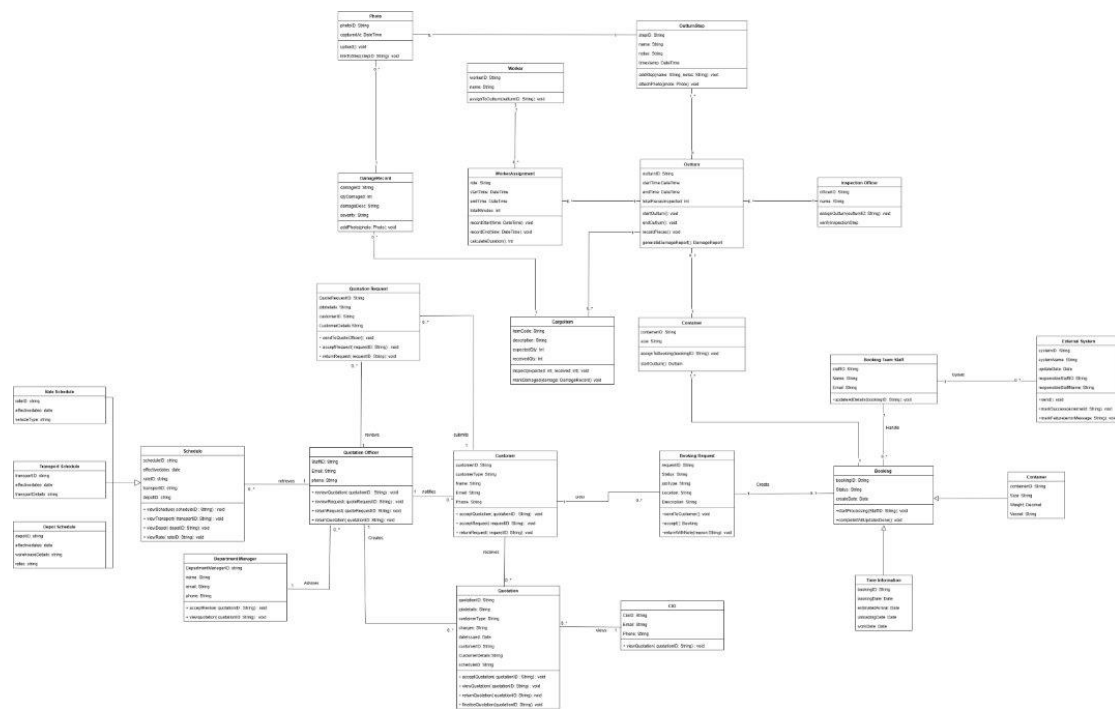
<div><div></div><div></div></div>	Order	Work Item Type	Title	State	Effort	Busin...	Value Area	Tags
1		Epic	<div><div></div><div>Outturn Process Management</div></div>	<div>New</div>			Business	
		Feature	<div><div></div><div>Outturn Job Creation and Inspection</div></div>	<div>New</div>			Business	
		Feature	<div><div></div><div>Evidence Capture and Damage Recording</div></div>	<div>New</div>			Business	
		Feature	<div><div></div><div>Worker Assignment and Safety</div></div>	<div>New</div>			Business	
		User Story	<div><div></div><div>As a supervisor, I want to assign workers to each Out...</div></div>	<div>New</div>			Business	
		User Story	<div><div></div><div>As a worker, I want to be able to view my current assi...</div></div>	<div>New</div>			Business	
		User Story	<div><div></div><div>As a worker, I want to be able to clock in and out of as...</div></div>	<div>New</div>			Business	
		User Story	<div><div></div><div>As a worker, I want my hours / time to be auto calcula...</div></div>	<div>New</div>			Business	
		User Story	<div><div></div><div>As a supervisor, I want my workers to complete a PPE ...</div></div>	<div>New</div>			Business	
		User Story	<div><div></div><div>As a supervisor, I want to be able to approve worker h...</div></div>	<div>New</div>			Business	
		User Story	<div><div></div><div>As a supervisor, I want to see the total time spent unp...</div></div>	<div>New</div>			Business	

# Task 3 Detailed Design

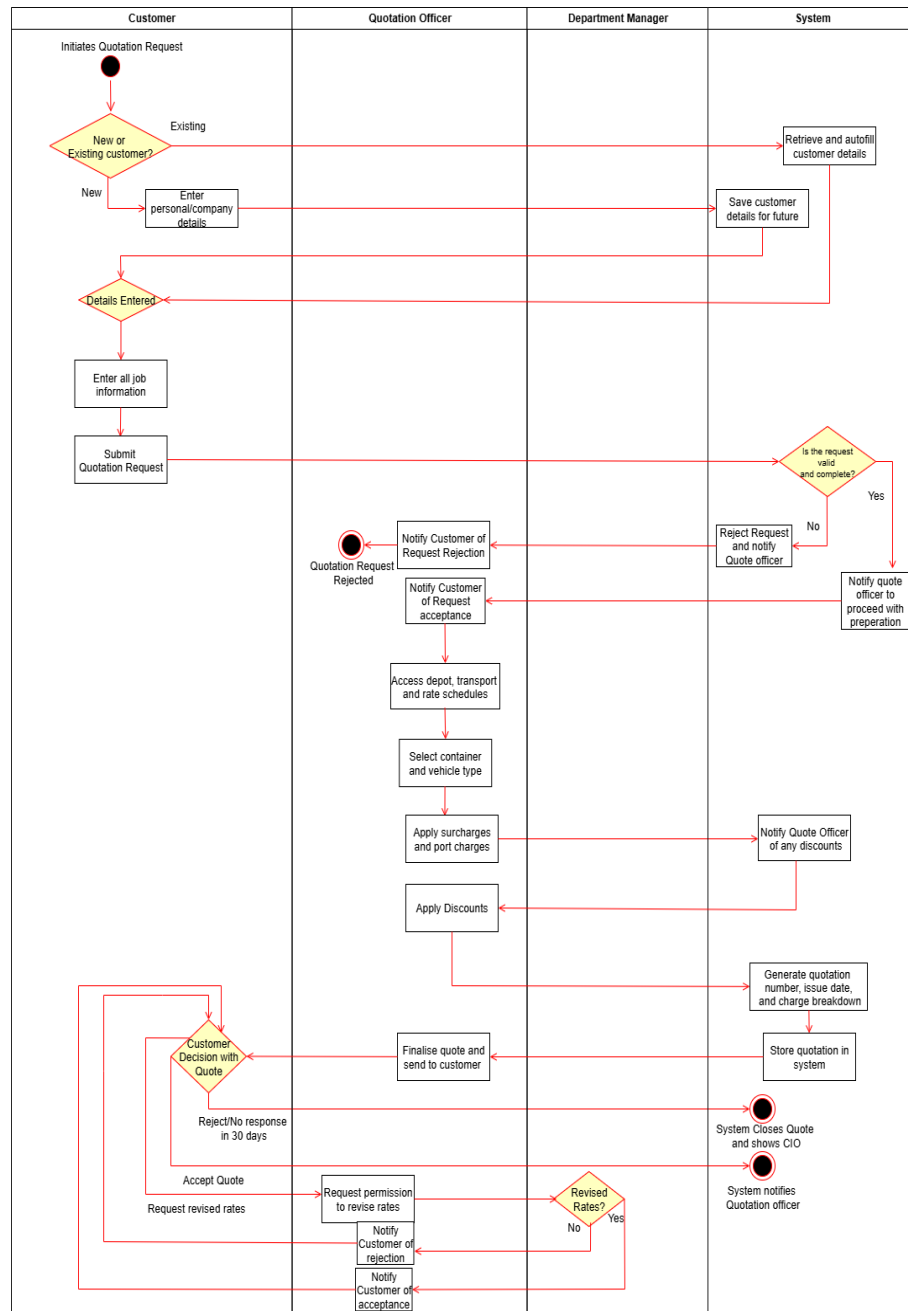
## *Solution Architecture diagram*



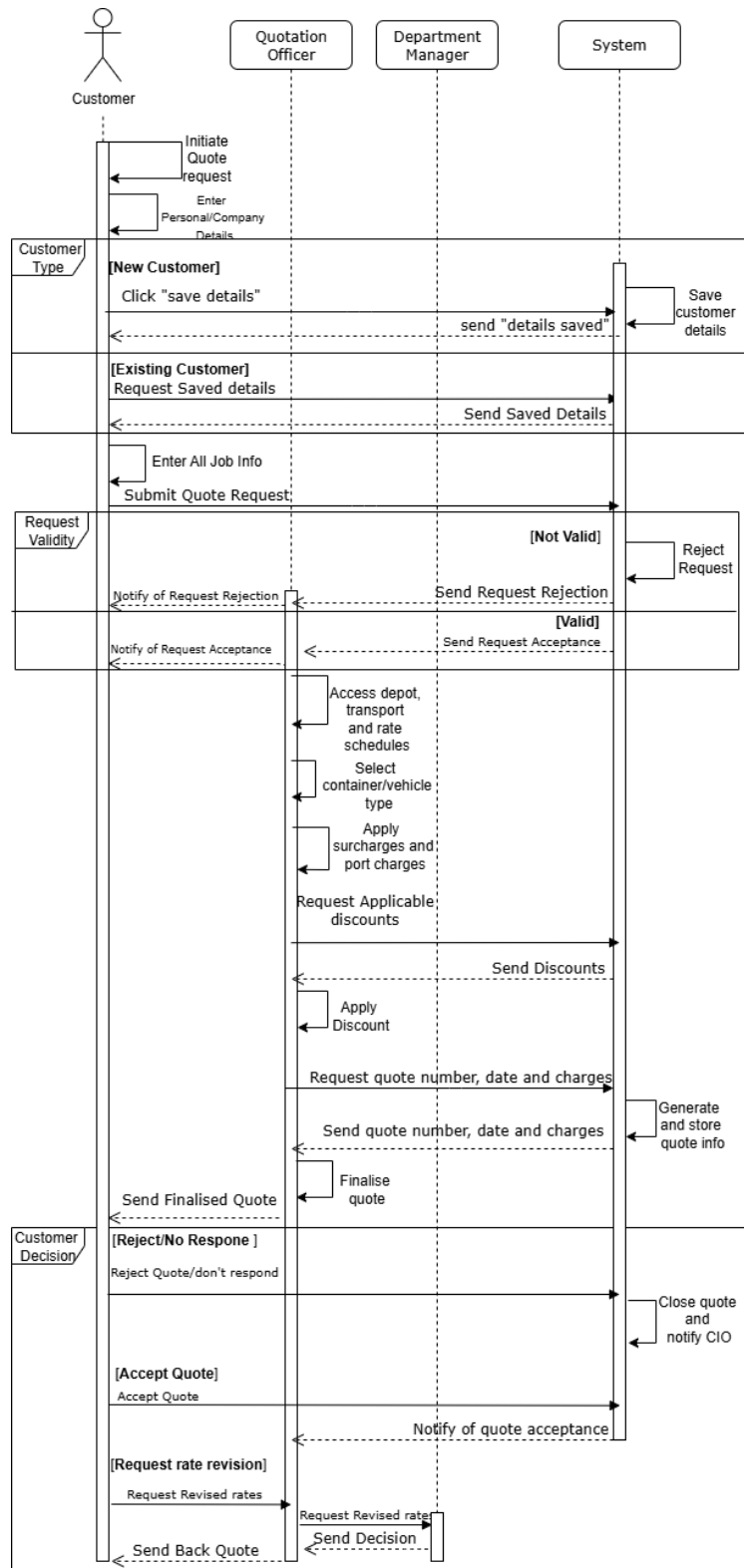
### UML Class Diagram



## Quotation to perform a job (Activity Diagram)

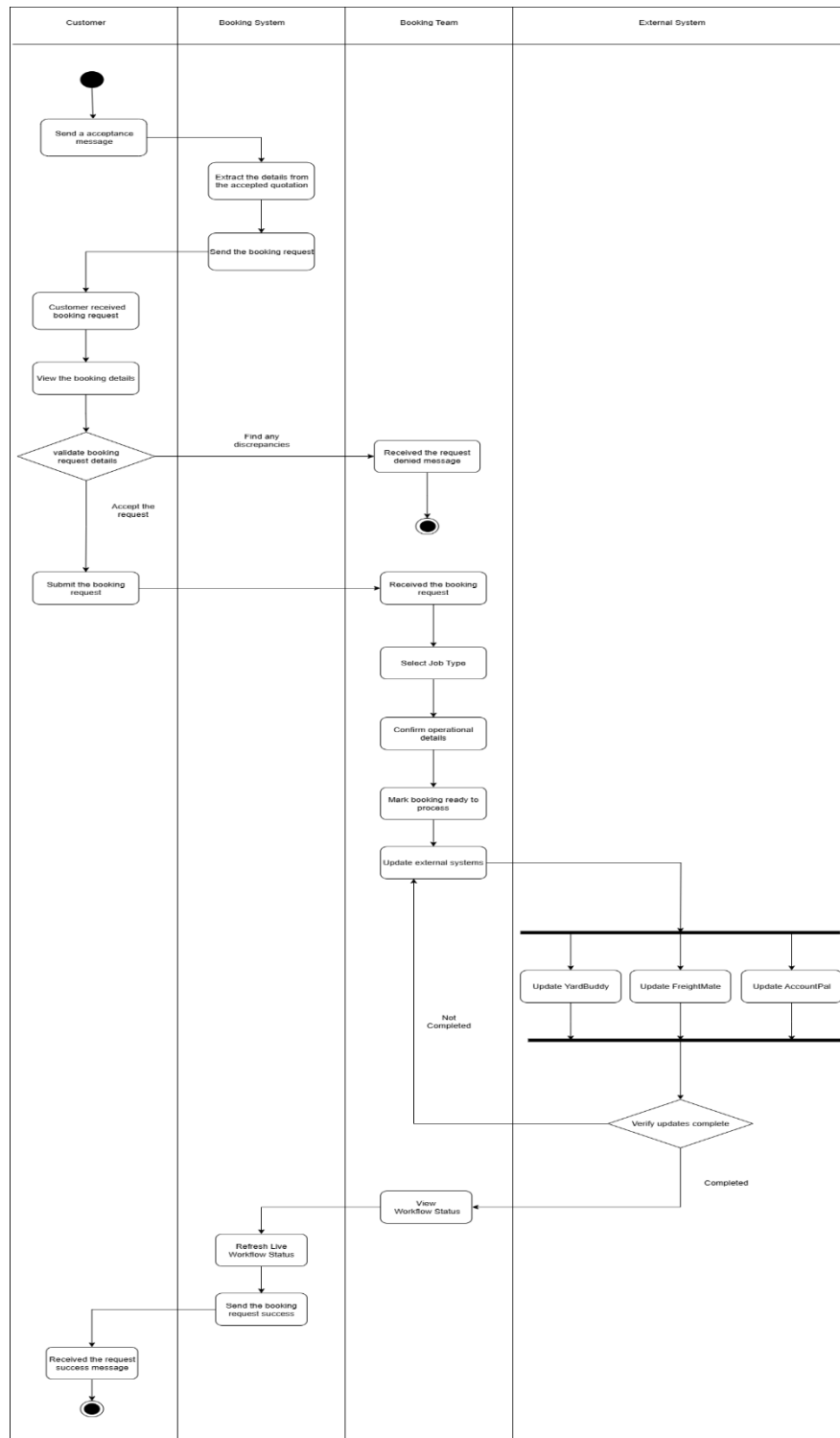


**Quotation to perform a job (Sequence Diagram):**



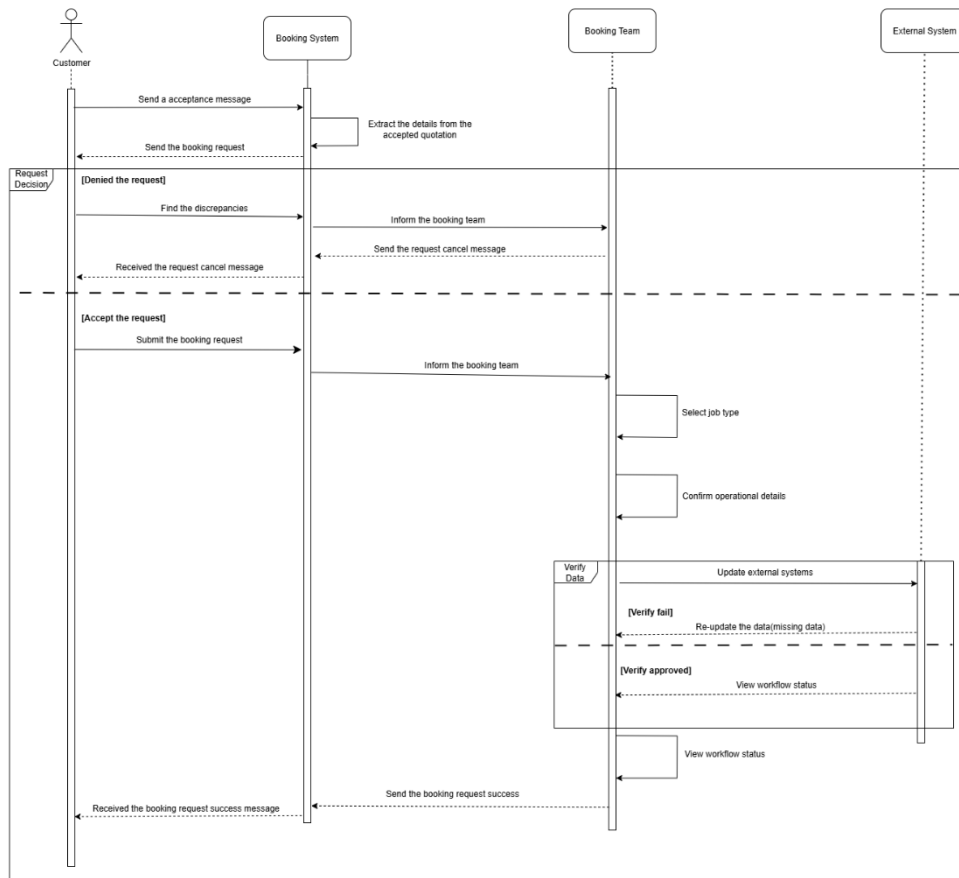
## Booking a New Job (Activity Diagram):



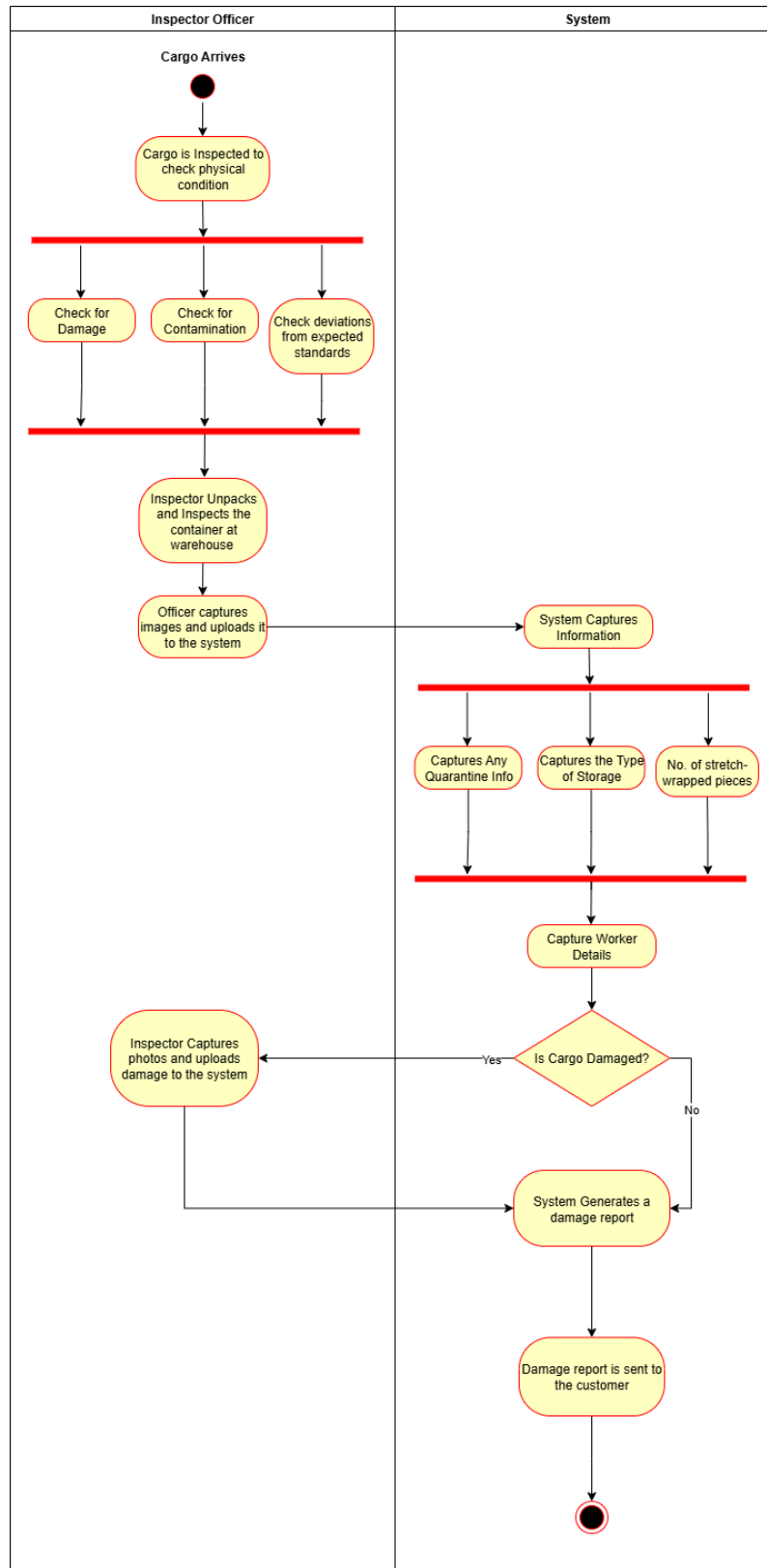


**Booking a New Job (Sequence Diagram):**

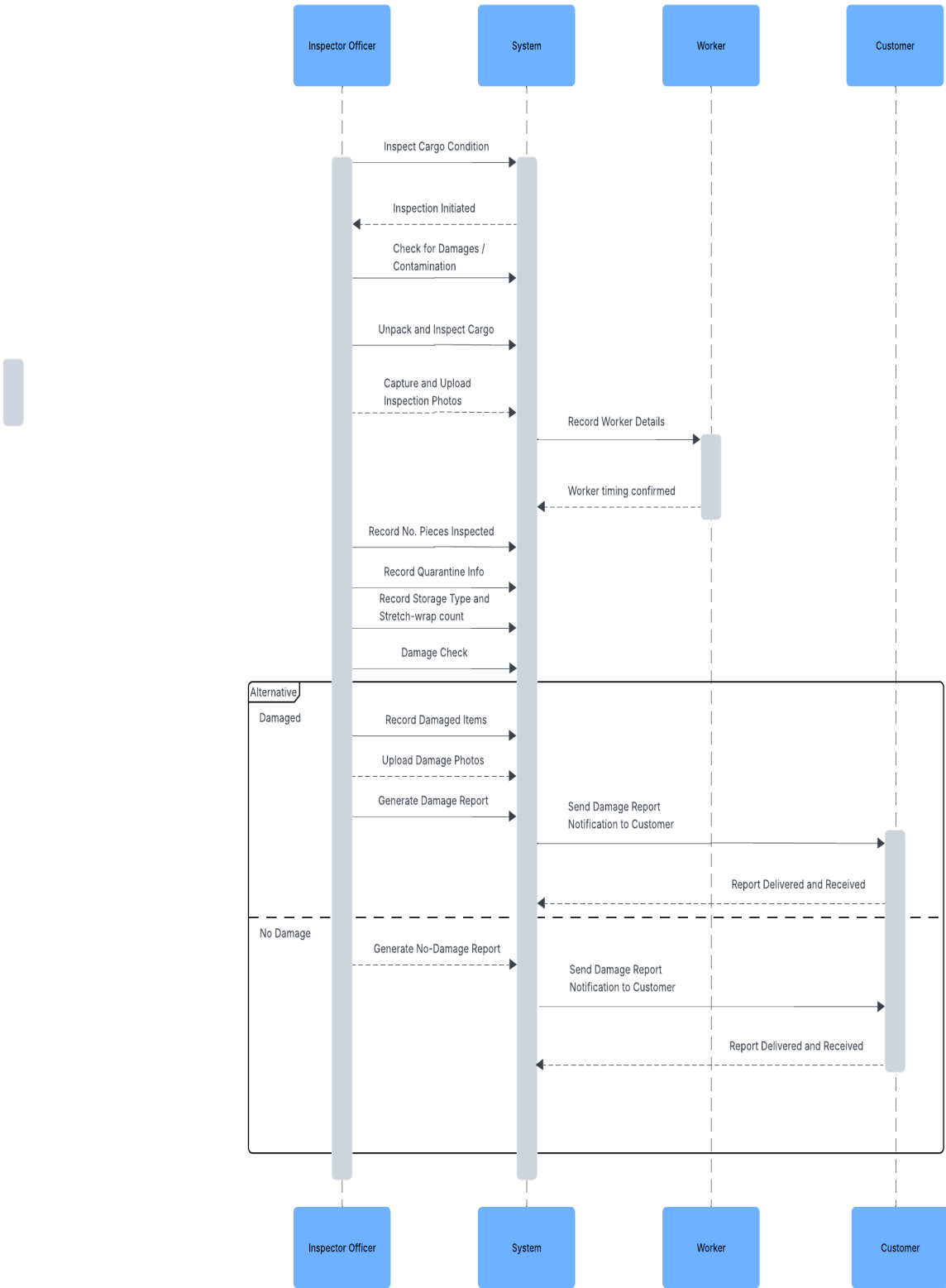
Sequence Diagram (Booking a Job)



**Outturn Job Process (Activity Diagram):**



**Outturn Process (Sequence Diagram):**



# User Interface Design

## *Quotation to perform a job UI*

### Quotation Request Form:

Quotation Request Form	
Name/Company:	Import or Export:
<input type="text"/>	<input type="text" value="v"/>
Email Address:	Import or Export Details:
<input type="text"/>	<input type="text"/>
Phone:	Packing or Unpacking?
<input type="text"/>	<input type="text" value="v"/>
Source:	Packing/unpacking details:
<input type="text"/>	<input type="text"/>
Destination:	Quarantine Requirements:
<input type="text"/>	<input type="text"/>
Number of Containers	Cargo Storage Info:
<input type="text"/>	<input type="text"/>
Package Type:	Warehouse Details:
<input type="text"/>	<input type="text"/>
<input type="button" value="Submit"/>	

## Quotation Request Form Error:

Quotation Request Form	
Name/Company: <input type="text"/>	Import or Export: <input type="text" value="v"/>
Email Address: <input type="text"/>	Import or Export Details: <input type="text"/>
Phone: <input type="text"/>	Packing or Unpacking? <input type="text" value="v"/>
Source: <input type="text"/>	Packing or Unpacking? <input type="text"/>
Destination: <input type="text"/>	Quarantine Requirements: <input type="text"/>
Number of Containers <input type="text"/>	Cargo Storage Info: <input type="text"/>
Package Type: <input type="text"/>	Warehouse Details: <input type="text"/>
<div>Error: Please Enter all Fields Before submission!</div>	
<input type="button" value="Submit"/>	

## Quote Request check screen:

Quotation Request (no. 392054)	
Name/Company: <input type="text" value="John does company"/>	Import or Export: <input type="text" value="v"/>
Email Address: <input type="text" value="john@gmail.com"/>	Import or Export Details: <input type="text" value="*Details*"/>
Phone: <input type="text" value="0458274132"/>	Packing or Unpacking? <input type="text" value="v"/>
Source: <input type="text" value="*source*"/>	Packing/unpacking details: <input type="text" value="*Details*"/>
Destination: <input type="text" value="Brisbane Industrial"/>	Quarantine Requirements: <input type="text" value="*Requirements*"/>
Number of Containers <input type="text" value="4"/>	Cargo Storage Info: <input type="text" value="*Info*"/>
Package Type: <input type="text" value="*type*"/>	Warehouse Details: <input type="text" value="*details*"/>
<input type="button" value="Reject and Notify Customer"/> <input type="button" value="Accept"/>	

## Quotation Preparation:

Quotation No. 236754:		Date: xx/xx/xxxx
Name/Company: <input type="text" value="John does company"/>	Import or Export: <input type="text" value="Import"/>	Costs: ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ Total:\$xyz
Email Address: <input type="text" value="john@gmail.com"/>	Import or Export Details: <input type="text" value="*Details*"/>	
Phone: <input type="text" value="0458274132"/>	Packing or Unpacking?: <input type="text" value="Unpacking"/>	
Source: <input type="text" value="*source*"/>	Packing/unpacking details: <input type="text" value="*Details*"/>	
Destination: <input type="text" value="Brisbane Industrial"/>	Quarantine Requirements: <input type="text" value="*Requirements*"/>	
Number of Containers: <input type="text" value="4"/>	Cargo Storage Info: <input type="text" value="*Info*"/>	
Package Type: <input type="text" value="*type*"/>	Warehouse Details: <input type="text" value="*details*"/>	
Rate Schedule: <input type="text" value="*info*"/>	Transport Schedule: <input type="text" value="*info*"/>	
Depot Schedule: <input type="text" value="*info*"/>	Scope: <input type="text"/>	
<input type="button" value="Apply Discounts"/> <input type="button" value="Finalise"/>		

## Quote Sent To Customer:

Offer lasts for 30 day period		Quotation No. 236754:	Date: xx/xx/xxxx
Name/Company: <input type="text" value="John does company"/>	Import or Export: <input type="text" value="Import"/>	Costs: ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ Total:\$xyz	
Email Address: <input type="text" value="john@gmail.com"/>	Import or Export Details: <input type="text" value="*Details*"/>		
Phone: <input type="text" value="0458274132"/>	Packing or Unpacking?: <input type="text" value="Unpacking"/>		
Source: <input type="text" value="*source*"/>	Packing/unpacking details: <input type="text" value="*Details*"/>		
Destination: <input type="text" value="Brisbane Industrial"/>	Quarantine Requirements: <input type="text" value="*Requirements*"/>		
Number of Containers: <input type="text" value="4"/>	Cargo Storage Info: <input type="text" value="*Info*"/>		
Package Type: <input type="text" value="*type*"/>	Warehouse Details: <input type="text" value="*details*"/>		
Rate Schedule: <input type="text" value="*info*"/>	Transport Schedule: <input type="text" value="*info*"/>		
Depot Schedule: <input type="text" value="*info*"/>	Scope: <input type="text"/>		
<input type="button" value="Request Revised Rates"/> <input type="button" value="Reject"/> <input type="button" value="Accept"/>			

## Revised Rate Request Sent to Quotation Officer:

Revised Rate Request		
Quotation No. 236754:		Date: xx/xx/xxxx
Name/Company:	Import or Export:	Costs: ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ Total:\$xyz
John does company	Import	
Email Address:	Import or Export Details:	
john@gmail.com	*Details*	
Phone:	Packing or Unpacking?	
0458274132	Unpacking	
Source:	Packing/unpacking details:	
*source*	*Details*	
Destination:	Quarantine Requirements:	
Brisbane Industrial	*Requirements*	
Number of Containers	Cargo Storage Info:	
4	*Info*	
Package Type:	Warehouse Details:	
*type*	*details*	
Rate Schedule:	Transport Schedule:	
*info*	*info*	
Depot Schedule:	Scope:	
*info*		

Deny Accept

## Alert to Quotation Officer Notifying of Quotation Acceptance:

Offer lasts for 30 day period	Quotation No. 236754:	Date: xx/xx/xxxx
Name/Company:	Import or Export:	Costs: ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ ~~~~~ Total:\$xyz
John does company	Import	
Email Address:	Import or Export Details:	
john@gmail.com	*Details*	
Phone:	Packing or Unpacking?	
0458274132	Unpacking	
Source:	Packing/unpacking details:	
*source*	*Details*	
Destination:	Quarantine Requirements:	
Brisbane Industrial	*Requirements*	
Number of Containers	Cargo Storage Info:	
4	*Info*	
Package Type:	Warehouse Details:	
*type*	*details*	
Rate Schedule:	Transport Schedule:	
*info*	*info*	
Depot Schedule:	Scope:	
*info*		

Alert:  
Quotation no.236754 Accepted  
By Customer



**CIO's Dashboard to View All Pending and Unfinalisd Quotation:**

CIO Dashboard:	
Pending Quotations:	Unfinalised Quotations:
Quote no.302533	Quote no.308345
Quote no.302552	Quote no.306356
Quote no.301345	Quote no.289058
Quote no.301456	Quote no.310347
Quote no.299432	Quote no.314568

## Booking a New job UI

### Auto-filled Message Page (Customer View)

Information auto-filled successfully!  
A dialog is a type of modal window that appears in front of app content to provide critical information, or prompt for a decision to be made.

Return

Booking Reference: Quotation ID: H123

Customer Info

Name: Scott Hood  
Email: exampleX@gmail.com  
Phone: 04-123-456-789

Staff Info

Name: Bob Hood  
Email: exampleX@gmail.com  
Phone: 04-123-456-789

Container Details

ID: CD-123  
Size: 500cm  
Weight: 350kg

Additional Details

Vessel: Big Ship  
Location: Pickup  
Work Date: 2025/09/06

Accept

Return for Correction

### Booking Validation Page (Customer View)

Booking Validation

Booking ID: BK-00123 Quotation ID: H123

Customer Info

Name: Scott Hood  
Email: exampleX@gmail.com  
Phone: 04-123-456-789

Staff Info

Name: Bob Hood  
Email: exampleX@gmail.com  
Phone: 04-123-456-789

Container Details

ID: CD-123  
Size: 500cm  
Weight: 350kg

Additional Details

Vessel: Big Ship  
Location: Pickup  
Work Date: 2025/09/06

Accept

Return for Correction

Correction Model Page (Customer View)

Correction Model

Select reason

Dates wrong

Container wrong

Job type wrong

Others

Input Label

Enter your title here

0/50

We will notify the customer and issue a full refund

Submit

Cancel

Accepted Confirmation Message Page (Customer View)

Booking accepted successfully!

A dialog is a type of modal window that appears in front of app content to provide critical information, or prompt for a decision to be made.

Return

Booking Reference:

Booking ID: H123

Customer Info

Name: Scott Hood

Email: exampleX@gmail.com

Phone: 04-123-456-789

Staff Info

Name: Bob Hood

Email: exampleX@gmail.com

Phone: 04-123-456-789

Container Details

ID: CD-123

Size: 500cm

Weight: 350kg

Additional Details

Vessel: Big Ship

Location: Pickup

Work Date: 2025/09/06

Accept

Return for Correction

Booking Details (Staff View)

Booking Details

×

Booking ID: BK-00123

Contractor List

Customer Name: Scott Hood

Job Type

Status

Request Detail

Full name

Bon Hood

ID

ID-1235

Email

youremail@test.com

Update

Successfully Update Message (Staff View)

×

Update successfully!

Message send to the customer!

Close

Contractor List

Customer Name: Scott Hood

Job Type

Status

Request Detail

Full name

Bon Hood

ID

ID-1235

Email

youremail@test.com


Update

Contractor List (Staff View)

Contractor List

×

YardBuddy




Contractor Company: YardOps Solutions

Contact Person: Sarah Mitchell

Phone: +61 412 345 678

Email: sarah.mitchell@yardops.com

FreightMate




Contractor Company: TransLink Logisticss

Contact Person: James Wong

Phone: +61 498 234 567

Email: james.wong@translink.com.au

AccountPal




Contractor Company: Metro Depot Services

Contact Person: Liam Carter

Phone: +61 477 890 123

Email: liam.carter@metrodepot.com

YardBuddy



Contractor Company: Global Haulage Pty Ltd

Contact Person: Olivia Brown

Phone: +61 433 555 789

Email: olivia.brown@globalhaulage.com

# The Process of Outturn

## Login Page

Company Logo

Email

Value

Password

Value

Sign In

[Forgot password?](#)

## Dashboard Page

Outturn Jobs

Selection

Company Logo

Outturn Job

Job Description (Status, Cargo ID, Location)

Select

Outturn Job

Job Description (Status, Cargo ID, Location)

Select

Outturn Job

Job Description (Status, Cargo ID, Location)

Select

Outturn Job

Job Description (Status, Cargo ID, Location)

Select

Outturn Inspection

Outturn Inspection

Log Out

Container Number

0932842893074

Location

Warehouse A

Worker Information

Name:

Start Time:

End Time:

Start Inspection

Inspection Steps

Inspection Details

Inspect Cargo

Log Out

Container Number

0932842893074

Location

Warehouse A

Damaged Items

Inspection Steps	Status	Pieces Inspected
Unpack Container	Completed	Upload Image
Inspect Items	Completed	Upload Image
Quarantine Items	In Progress	Upload Image

Damage Description

Upload Image

Generate Report

Damage Report

### Damage Reporting

Send Damage Notification

Filters

Item Code

From Date

Damage Type

To Date

Item Code	Number Of Items	Damage Description	Photo
23098404234	5	Broken Parts	Upload Image
23904809283	2	Dented	Upload Image
23983498049	1	Torn	Upload Image

Notification Sent

### Damage Reporting

Notification Sent!  
Damage Report has been sent to the customer  
Dismiss

Send Damage Notification

Filters

Item Code

From Date

Damage Type

To Date

Item Code	Number Of Items	Damage Description	Photo
23098404234	5	Broken Parts	Upload Image
23904809283	2	Dented	Upload Image
23983498049	1	Torn	Upload Image



Figma Links:

Quotation to perform a job UI:

<https://www.figma.com/design/h3JVnr609aefV8Tlzw6EcR/IAB251-AT1-UI?node-id=0-1&p=f&m=draw>

Booking a job UI:

<https://www.figma.com/design/h3JVnr609aefV8Tlzw6EcR/IAB251-AT1-UI?node-id=4-2&t=wsnONp4kqtMseirz-1>

Outturn Process UI:

<https://www.figma.com/design/h3JVnr609aefV8Tlzw6EcR/IAB251-AT1-UI?node-id=4-3&p=f&t=GY57Rm5salwKUiP1-0>