

*Team 06 Project*

# **NEW APP FOR NETECH PROCUREMENT**

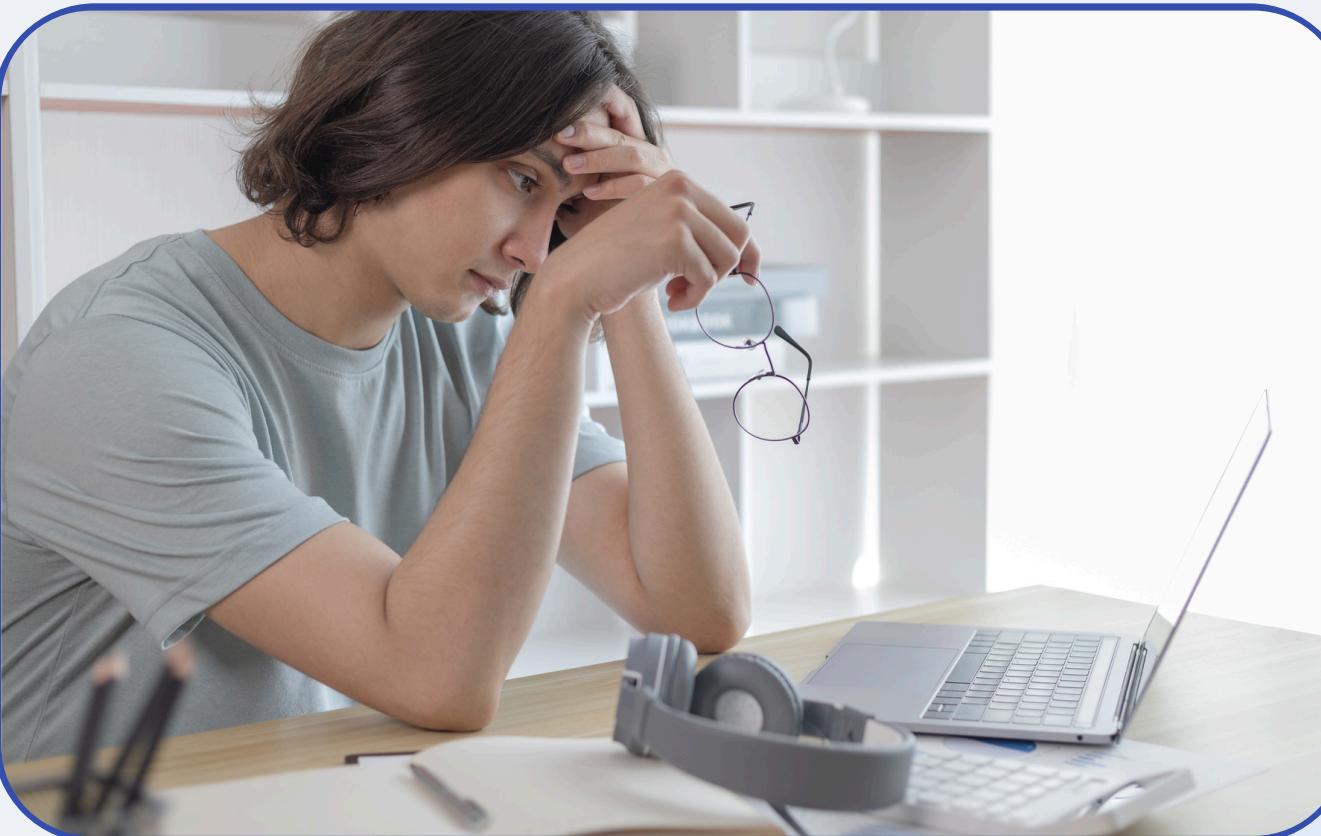
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# PROBLEM STATEMENT

NewTech is a leading electronics retailer focusing on computer hardware.



01

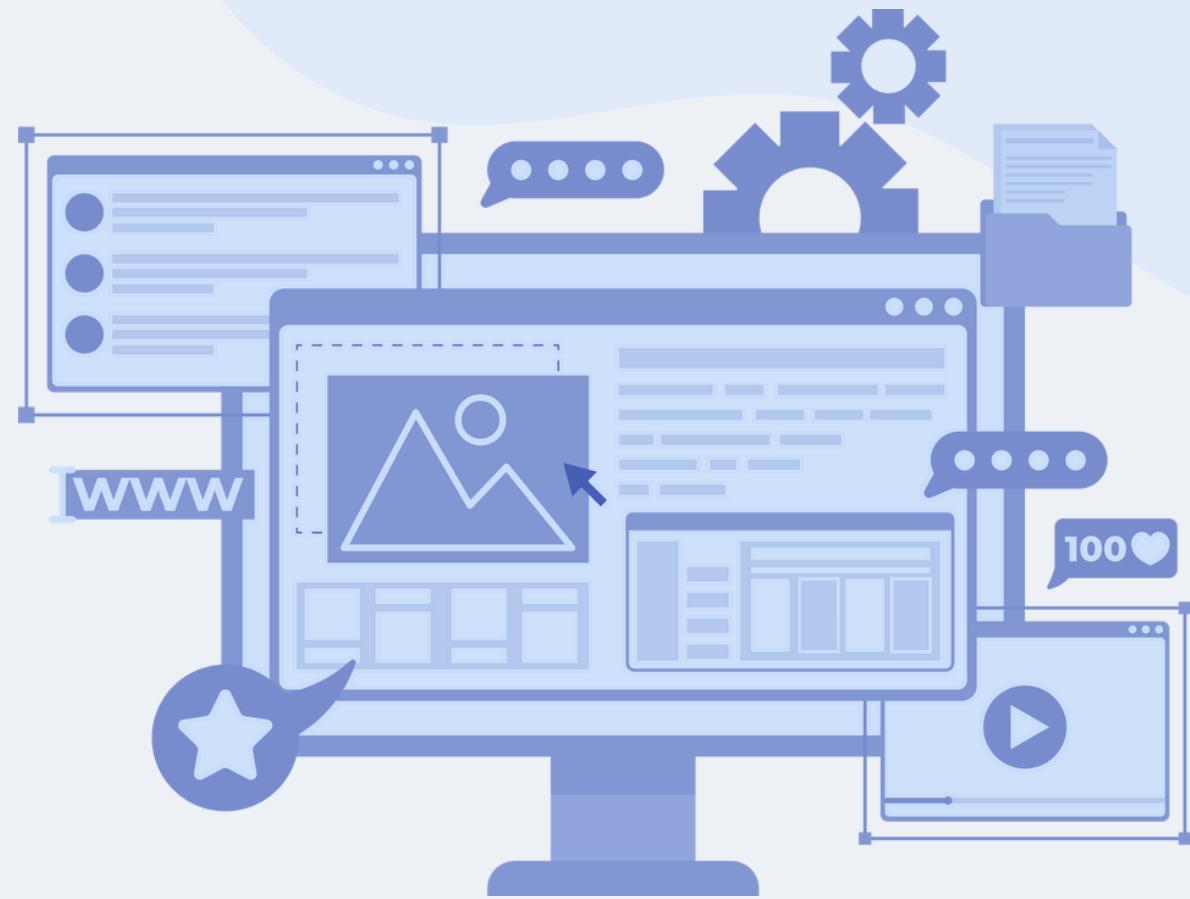
While the current Newegg app provides essential functionality, its **UI and backend model** are outdated.

02

Consequently, the user experience is lacking in quality as shoppers experience **slow loading times, inefficient product searches, and unresponsive stock updates.**

03

Eventually, shoppers **miss out on good deals as scalpers thrive to disrupt the market.** An update on Newegg procurement is very urgent.



# SOLUTION

To address the challenges of NewTech's outdated UI and backend inefficiencies, we propose **a comprehensive update to its procurement system**, enhancing both the front-end user experience and the backend infrastructure.

# CROSS-ENTERPRISE REQUEST FLOW

New App for NewTech Procurement

Global Trade  
Network

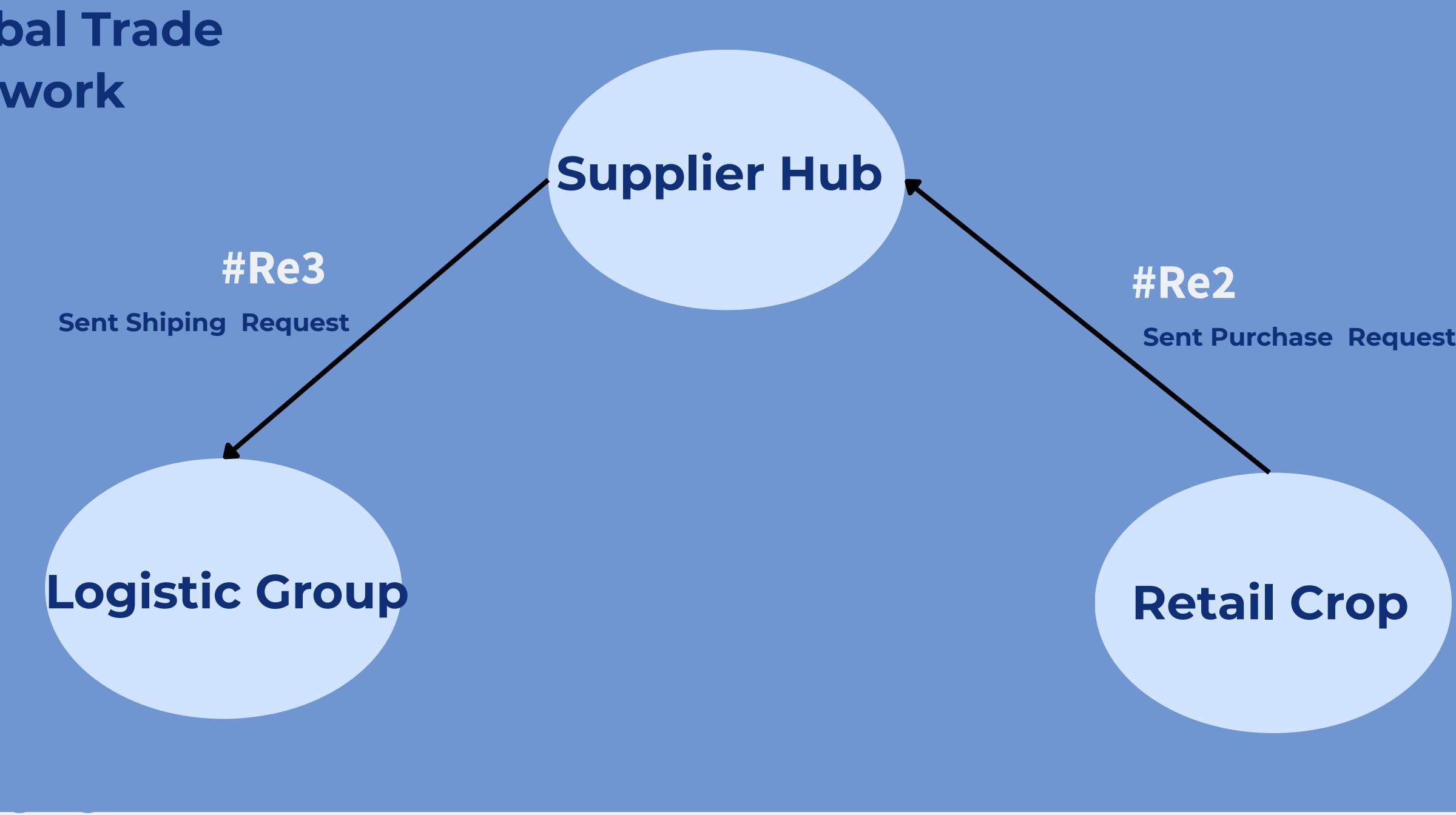
Logistic Group

Supplier Hub

Retail Crop

#Re3  
Sent Shiping Request

#Re2  
Sent Purchase Request



# CROSS-ORGANIZATION REQUEST FLOW

New App for NewTech Procurement

E-Commerce Platform :



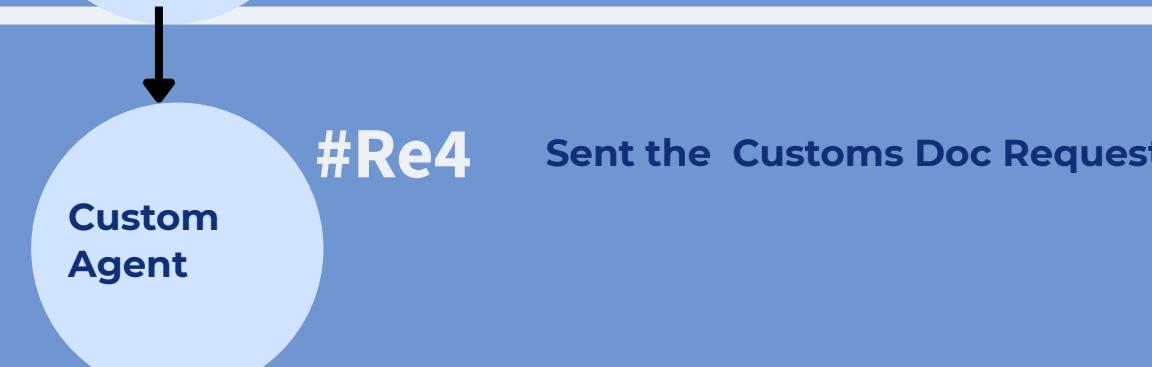
Global Warehouse Supplier:



UPS International:



Customs Liaison Office:



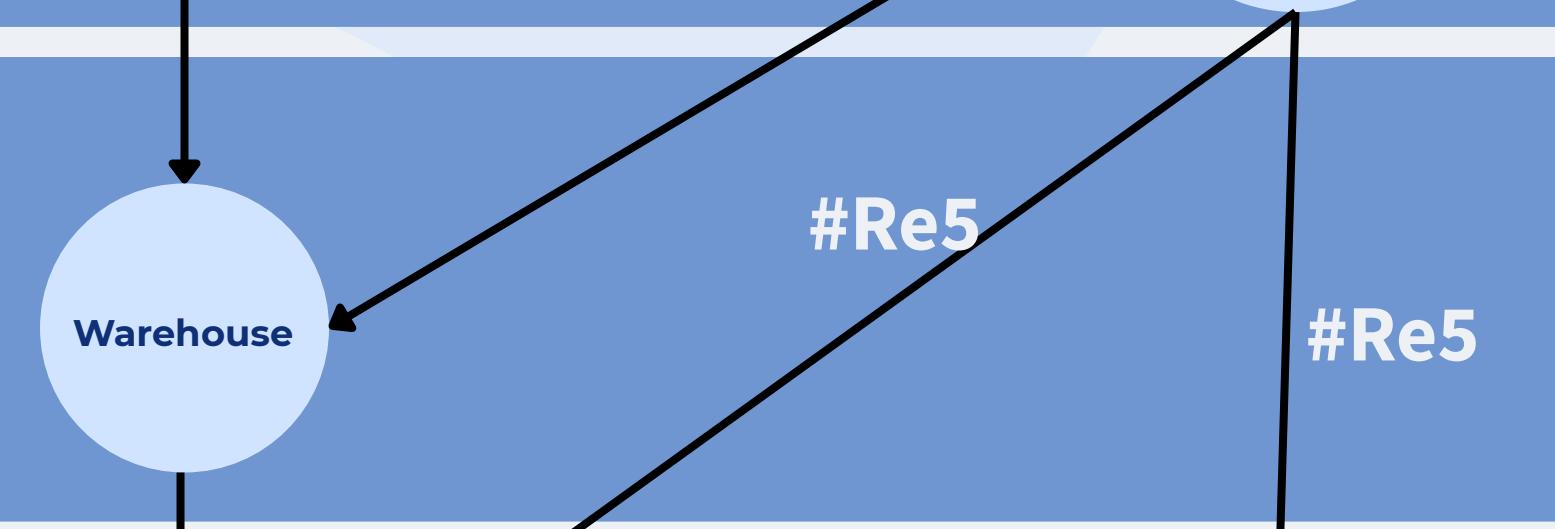
# CROSS-ORGANIZATION REQUEST FLOW

New App for NewTech Procurement

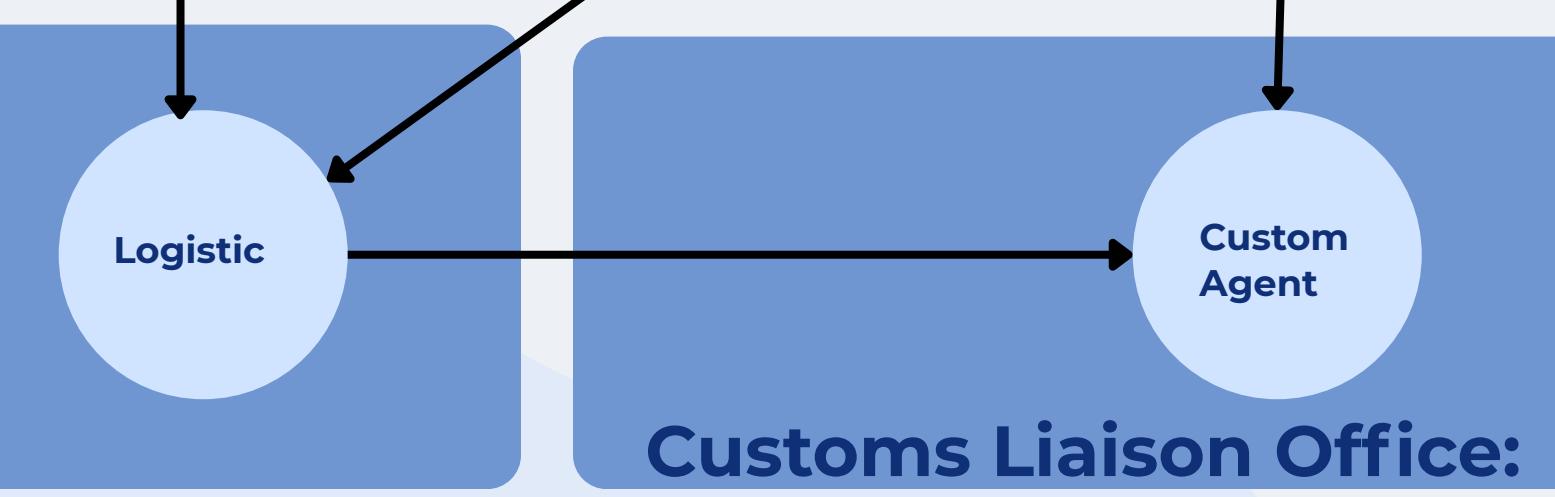
Retail Crop:



Supplier Hub:



Logistic Group:



Customs Liaison Office:

# CROSS-BORDER E-COMMERCE SYSTEM DESIGN

## 01 Supply Chain Management & Logistics Integration

- WMS integration with international logistics
- Multi-country inventory coordination & monitoring
- Cross-border delivery optimization
- Customs clearance & declaration automation
- Returns handling & reverse logistics solutions

## 02 Compliance & Risk Management

- Multi-country trade regulations & compliance handling
- Customs documentation & declaration management
- Tax calculation & payment automation
- Payment security & anti-fraud mechanisms
- Data privacy & cross-border data governance

## 03 User Experience & Localization

- Multi-language, multi-currency & payment method support
- Localized market strategies & product presentation
- Cross-cultural customer service & support
- International order tracking across entire process
- Regional pricing & promotion management

# CROSS-BORDER E-COMMERCE SYSTEM DESIGN

## 4 Enterprises

Retail Enterprise, Logistics Enterprise, Supplier Enterprise, FintechPay Enterprise

## 6 Organizations

ECommercePlatformOrganization, CustomerExperienceOrganization, CustomsLiaison Organization, Logistics Organization, Warehouse Organization, Admin Organization

## 8 Roles

Merchant Role

Payment Processor Role

Customer Service Rep Role

Procurement Specialist Role

Logistics Coordinator Role

Customs Agent Role

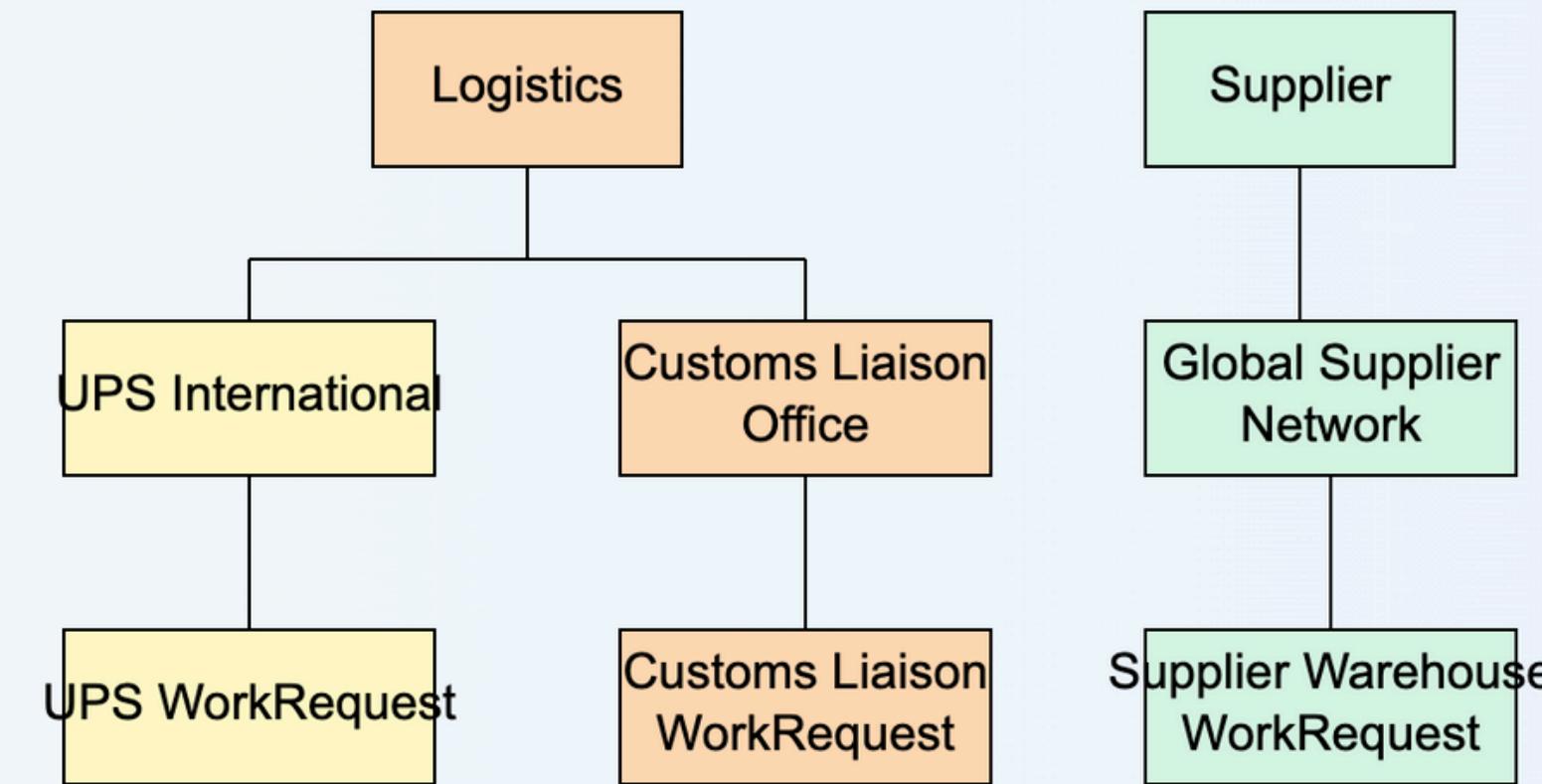
System Admin Role

Warehouse Manager Role

# CROSS-BORDER E-COMMERCE SYSTEM DESIGN

## 01 Supply Chain Management & Logistics Integration

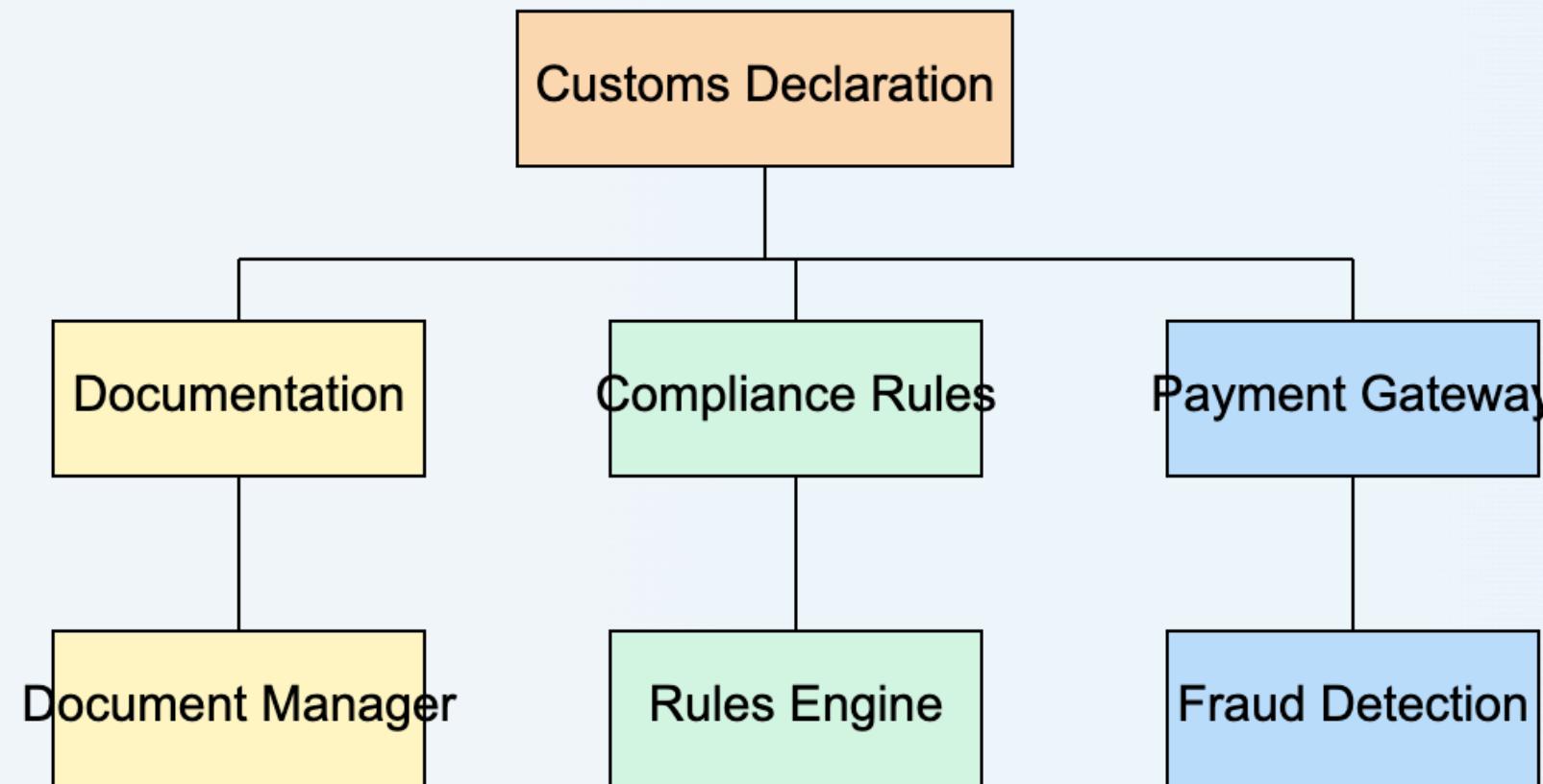
- WMS integration with international logistics
- Multi-country inventory coordination & monitoring
- Cross-border delivery optimization
- Customs clearance & declaration automation
- Returns handling & reverse logistics solutions



# CROSS-BORDER E-COMMERCE SYSTEM DESIGN

## 02 Compliance & Risk Management

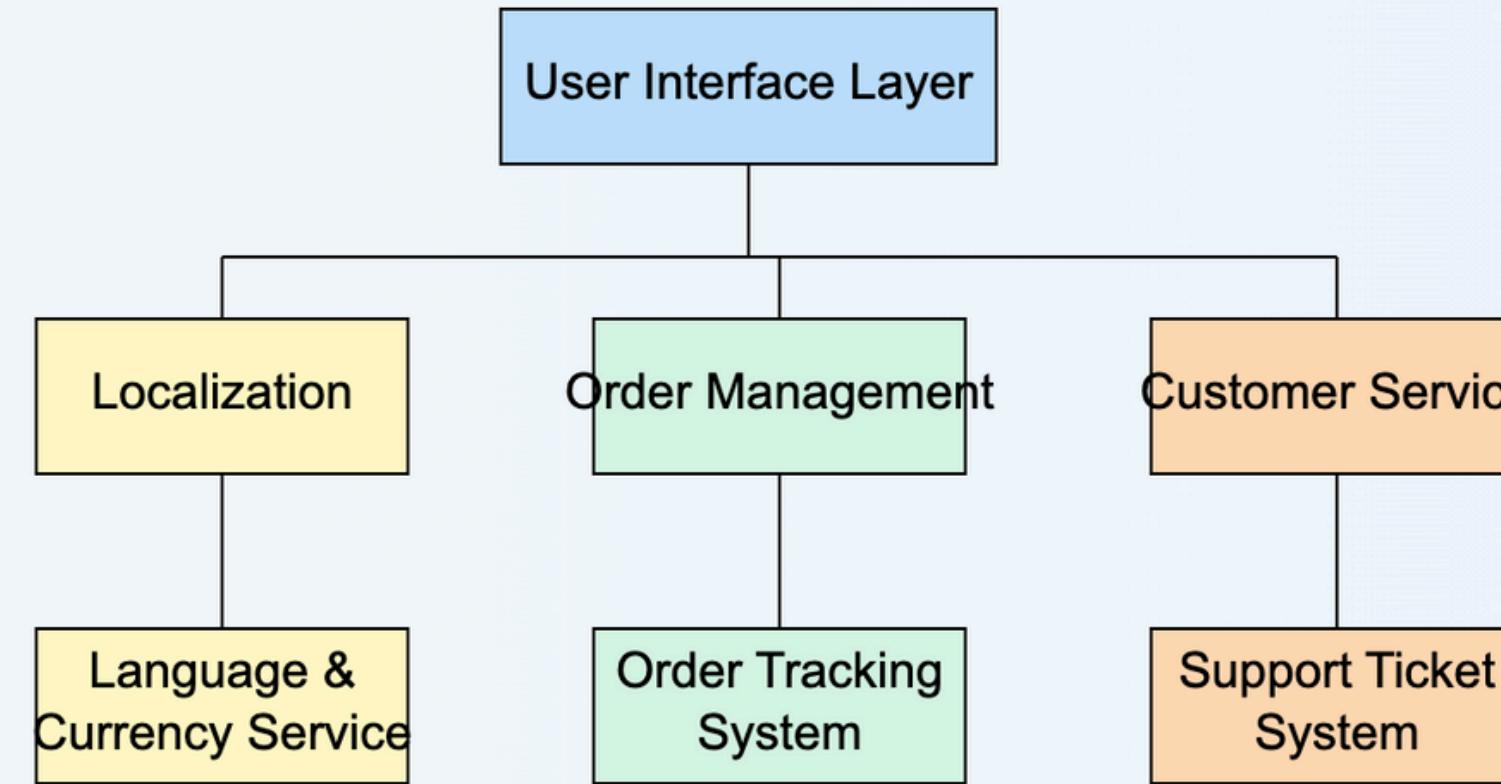
- Multi-country trade regulations & compliance handling
- Customs documentation & declaration management
- Tax calculation & payment automation
- Payment security & anti-fraud mechanisms
- Data privacy & cross-border data governance



# CROSS-BORDER E-COMMERCE SYSTEM DESIGN

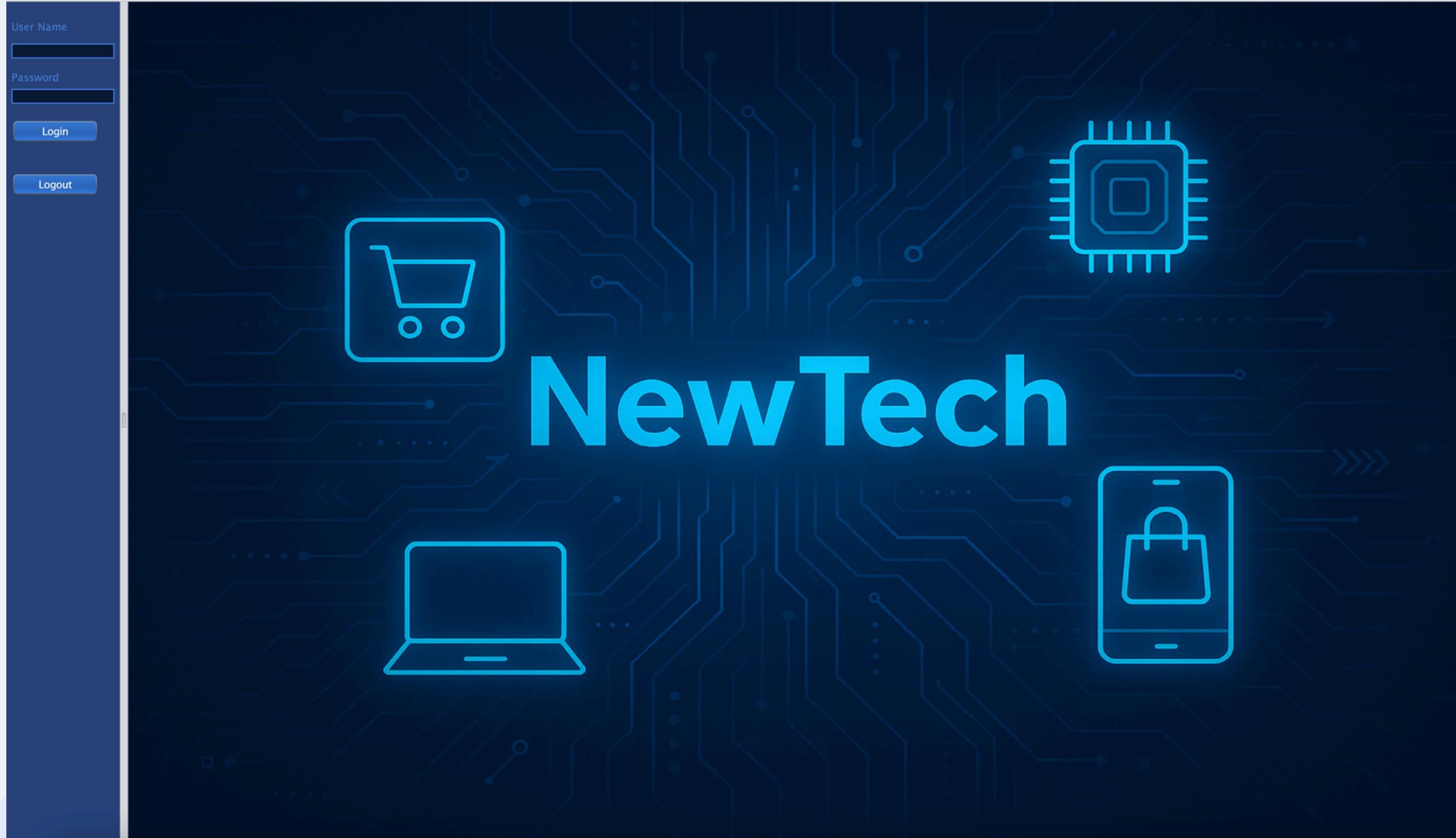
## 03 User Experience & Localization

- Multi-language, multi-currency & payment method support
- Localized market strategies & product presentation
- Cross-cultural customer service & support
- International order tracking across entire process
- Regional pricing & promotion management



# IMPLEMENTATION – LOGIN

The system supports 8 user roles, each with a unique login ID to access their dedicated workspace.



# IMPLEMENTATION – ADMIN

User Name

Password

Welcome Admin!

[Manage My Own Profile](#)

User List

Username	ID	Employee Name	Role	Password
sysadmin	1	sysadmin	System Admin	sysadmin
c	2	customerservice	Customer Service Rep	****
m	3	merchant	Merchant	****
p	4	procurement	Procurement Specialist	****
i	5	customsagent	Customs Liaison Officer	****
t	6	logistics	Logistics Coordinator	****
w	7	warehouse	Warehouse Manager	****

# IMPLEMENTATION-MERCHANT

New App for NewTech Procurement

Product Management System for TechGadgets Inc.

<< Back

Product Catalog: [Refresh List](#)

Product Id:  Search

Product Name	Product ID	Price	Quantity	Stock Status	Last Updated
Apple AirPods Pro	HP-001	199.99	20	Normal	Sun Apr 20 23:01:06
Sony WH-1000XM5	HP-002	299.99	20	Normal	Sun Apr 20 23:01:06
Apple Watch Series 8	SW-001	349.99	20	Normal	Sun Apr 20 23:01:06
Samsung Galaxy Watch 5	SW-002	249.99	20	Normal	Sun Apr 20 23:01:06
iPad Pro 12.9"	TB-001	499.99	5	Requested	Sun Apr 20 23:03:05
Samsung Galaxy Tab S8	TB-002	349.99	5	Low	Sun Apr 20 23:01:06
Canon EOS R6	CM-001	699.99	5	Low	Sun Apr 20 23:01:06

[View Details](#) [ItemDownshelf](#) [Request Products](#)

**Request Products**

Product Name:

Product ID:

Product Price:

Request Quantity:

[Request](#)

**View Product Details**

Product Name:

Product ID:

Product Price:

[Update Product](#)

[Save](#)

# IMPLEMENTATION-MERCHANT

New App for NewTech Procurement

<< Back

Refresh List Status: All Search Request ID... Search

Merchant Request ID	Product Name	Quantity	Update Date	Status
REQ-TB-001	iPad Pro 12.9"	20	Sun Apr 20 23:03:05 EDT 2025	Pending

Manage Product Catalog

Sales Reports

My Profile

View Merchant Request

Tracking Information

# IMPLEMENTATION-MERCHANT

New App for NewTech Procurement

Sales Report Page

<< Back

Generate Report...

 Report area

Sales Report from 2025-04-01 to 2025-04-16

Total Sales: \$3639.84

Daily Sales:  
2025-04-01: \$3639.84

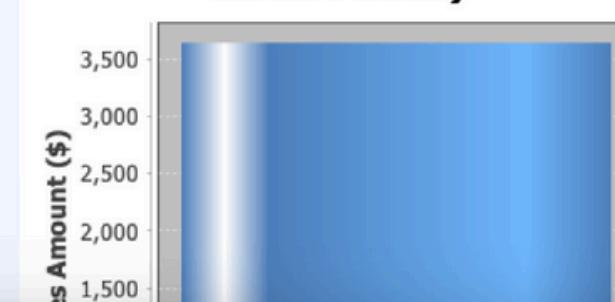
Sales by Product:  
Headphones (P005): \$519.96  
Monitor (P004): \$599.98  
Laptop (P001): \$1999.98  
Keyboard (P003): \$269.97  
Mouse (P002): \$249.95

 Bar Chart

 Chart Panel

**Sales Report (Tue Apr 01 23:04:06 EDT 2025 - Wed Apr 16 23:04:12 EDT 2025)**

Sales Amount (\$)



# IMPLEMENTATION-PROCUREMENT

New App for NewTech Procurement

**Merchant Requests Management**

<< Back

Refresh List Status: All Search Request ID... Search

Merchant Request ID	Product Name	Quantity	Update Date	Status
REQ-TB-001	iPad Pro 12.9"	20	Sun Apr 20 23:03:05 EDT 2025	Completed

Add Request Profile

Message

Orders have been processed successfully!

OK

Items In Cart

Product Name	Purchase Cost	Quantity	Total Amount

Modify Quantity

Remove

The screenshot displays the 'Merchant Requests Management' screen of a procurement application. At the top, there's a header with the title and a back button. Below it is a search bar with fields for 'Status' (set to 'All') and 'Search Request ID...', and a 'Search' button. The main area shows a table of merchant requests. One row is highlighted, showing 'REQ-TB-001' for an 'iPad Pro 12.9"', quantity '20', updated on 'Sun Apr 20 23:03:05 EDT 2025', and status 'Completed'. A modal window titled 'Message' is overlaid on the page, stating 'Orders have been processed successfully!' with an 'OK' button. On the left side, there are two blue buttons: 'Add Request' and 'Profile'. At the bottom, there's a section for managing items in the cart, featuring a table with columns for product name, purchase cost, quantity, and total amount, though no data is present. There are also buttons for 'Modify Quantity' (with a text input field) and 'Remove'.

# IMPLEMENTATION-WAREHOUSE

New App for NewTech Procurement

The screenshot shows a user interface for managing procurement requests. On the left, a vertical sidebar contains input fields for 'Name' and 'Password', and buttons for 'Login' and 'Logout'. Below these are four blue buttons: 'Procurement Request', 'Management', 'Complaint Box', and 'My Profile'. The main content area is titled 'Procurement Specialist Requests Management' and includes a '<< Back' button. At the top of this section are buttons for 'Refresh List', 'Status: All', 'Search Request ID...', and 'Search'. Below this is a table with the following data:

Product Name	Purchase Cost	Quantity	Total Amount
REQ-TB-001	iPad Pro 12.9"	20	Sun Apr 20 23:07:36 EDT 2025

At the bottom of the main content area are two buttons: 'Process Order' and 'Reject'.

# IMPLEMENTATION – WAREHOUSE

New App for NewTech Procurement

The screenshot shows the TechGadgets Inc. Warehouse Management System. On the left, there is a vertical sidebar with a dark blue background containing user authentication fields ('User Name' and 'Password'), a 'Login' button, and a 'Logout' button. Below these are four blue rectangular buttons labeled 'Procurement Request', 'Management', 'Complaint Box', and 'My Profile'. The main content area has a light gray background. At the top, it displays the system's name: 'TechGadgets Inc. Warehouse Management System'. Below this is a 'TechGadgets Inc. Product Catalog:' section with a 'Refresh List' button, a search bar for 'Product Id:', and a 'Search' button. A table lists various products with columns for Product Name, Product ID, Price, Quantity, Stock Status, and Last Updated. The table includes items like the iPad Pro 12.9", Samsung Galaxy Tab S8, Canon EOS R6, Sony Alpha a7 IV, Sonos One, Bose SoundLink Revolve+, Anker PowerCore 26800, and RAVPower 20000mAh. At the bottom, there is a 'Ship Items List' section showing a single item: iPad Pro 12.9" with a purchase cost of 499.99, a ship quantity of 20, and a total amount of 9999.8. It features a 'Remove' button and a large blue 'Ship' button.

User Name  
W  
Password  
\*\*\*  
Login  
Logout

Procurement Request  
Management  
Complaint Box  
My Profile

TechGadgets Inc. Warehouse Management System

<< Back

TechGadgets Inc. Product Catalog: Refresh List Product Id: Search

Product Name	Product ID	Price	Quantity	Stock Status	Last Updated
iPad Pro 12.9"	TB-001	499.99	60	In Stock	Sun Apr 20 23:03:59 E
Samsung Galaxy Tab S8	TB-002	349.99	100	In Stock	Sun Apr 20 23:03:59 E
Canon EOS R6	CM-001	699.99	70	In Stock	Sun Apr 20 23:03:59 E
Sony Alpha a7 IV	CM-002	449.99	90	In Stock	Sun Apr 20 23:03:59 E
Sonos One	SK-001	149.99	160	In Stock	Sun Apr 20 23:03:59 E
Bose SoundLink Revolve+	SK-002	249.99	140	In Stock	Sun Apr 20 23:03:59 E
Anker PowerCore 26800	PB-001	49.99	200	In Stock	Sun Apr 20 23:03:59 E
RAVPower 20000mAh	PB-002	79.99	180	In Stock	Sun Apr 20 23:03:59 E

Ship Quantity

Ship Items List

Product Name	Purchase Cost	Ship Quantity	Total Amount
iPad Pro 12.9"	499.99	20	9999.8

Remove

Ship

# IMPLEMENTATION – WAREHOUSE

New App for NewTech Procurement

The screenshot displays the TechGadgets Inc. Warehouse Management System interface. On the left, a vertical sidebar contains login fields for User Name and Password, and buttons for Login, Logout, Procurement Request, Management, Complaint Box, and My Profile. The main content area shows the TechGadgets Inc. Product Catalog with a table of products and a search bar. A modal dialog titled "Select Destination" is open, prompting the user to select a destination for an order. The dialog includes a dropdown menu with "Boston" selected. At the bottom, there is a "Ship Items List" table and a "Ship" button.

**TechGadgets Inc. Warehouse Management System**

<< Back

TechGadgets Inc. Product Catalog: Refresh List Product Id:  Search

Product Name	Product ID	Price	Quantity	Stock Status	Last Updated
iPad Pro 12.9"	TB-001	499.99	60	In Stock	Sun Apr 20 23:03:59 I
Samsung Galaxy Tab S8	TB-002	349.99	100	In Stock	Sun Apr 20 23:03:59 I
Canon EOS R6	CM-001	699.99	70	In Stock	Sun Apr 20 23:03:59 I
Sony Alpha a7 IV	CM-002	449.99	90	In Stock	Sun Apr 20 23:03:59 I
Sonos One	SK-001	149.99	10	In Stock	Sun Apr 20 23:03:59 I
Bose SoundLink Revolve+	SK-002	249.99	20	In Stock	Sun Apr 20 23:03:59 I
Anker PowerCore 26800	PB-001	49.99	50	In Stock	Sun Apr 20 23:03:59 I
RAVPower 20000mAh	PB-002	79.99	30	In Stock	Sun Apr 20 23:03:59 I

Select Destination

Select destination for order ORD17452048168610:

Boston

Cancel OK

**Ship Items List**

Product Name	Purchase Cost	Ship Quantity	Total Amount
iPad Pro 12.9"	499.99	20	9999.8

Remove

Ship

# IMPLEMENTATION – WAREHOUSE

New App for NewTech Procurement

The screenshot displays the TechGadgets Inc. Warehouse Management System interface. On the left, a vertical sidebar shows a login form with fields for User Name (W) and Password (New!), and buttons for Login and Logout. Below these are four blue buttons: Procurement Request, Management, Complaint Box, and My Profile. The main content area is titled "TechGadgets Inc. Warehouse Management System". It features a "TechGadgets Inc. Product Catalog:" section with a "Refresh List" button, a search bar for "Product Id:", and a table of products. The table includes columns for Product Name, Product ID, Price, Quantity, Stock Status, and Last Updated. A modal window titled "Select Destination" is open over the catalog table, prompting the user to "Select destination for order ORD17452048168610:". It lists five options: Boston (selected), Los Angeles, New York, Cancun, and Guanajuato. At the bottom of the main content area, there is a "Ship Items List" section with a table showing a single item: iPad Pro 12.9" with a purchase cost of 499.99, a ship quantity of 20, and a total amount of 9999.8. Buttons for "Remove" and "Ship" are present.

User Name  
W

Password  
New!

Login

Logout

Procurement Request

Management

Complaint Box

My Profile

TechGadgets Inc. Warehouse Management System

<< Back

TechGadgets Inc. Product Catalog: Refresh List

Product Id:

Search

Product Name	Product ID	Price	Quantity	Stock Status	Last Updated
iPad Pro 12.9"	TB-001	499.99	60	In Stock	Sun Apr 20 23:03:59 E
Samsung Galaxy Tab S8	TB-002	349.99	100	In Stock	Sun Apr 20 23:03:59 E
Canon EOS R6	CM-001	699.99	70	In Stock	Sun Apr 20 23:03:59 E
Sony Alpha a7 IV	CM-002	449.99	90	In Stock	Sun Apr 20 23:03:59 E
Sonos One	SK-001	149.99	80	In Stock	Sun Apr 20 23:03:59 E
Bose SoundLink Revolve+	SK-002	249.99	50	In Stock	Sun Apr 20 23:03:59 E
Anker PowerCore 26800	PB-001	49.99	100	In Stock	Sun Apr 20 23:03:59 E
RAVPower 20000mAh	PB-002	79.99	100	In Stock	Sun Apr 20 23:03:59 E

Select Destination

?

Select destination for order ORD17452048168610:

Boston

Boston

Los Angeles

New York

Cancun

Guanajuato

Ship Items List

Product Name	Purchase Cost	Ship Quantity	Total Amount
iPad Pro 12.9"	499.99	20	9999.8

Remove

Ship

# IMPLEMENTATION – WAREHOUSE

New App for NewTech Procurement

The screenshot displays the TechGadgets Inc. Warehouse Management System interface. On the left, a vertical sidebar contains a login form with fields for User Name and Password, and buttons for Login and Logout. Below these are four blue buttons labeled Procurement Request, Management, Complaint Box, and My Profile. The main content area is titled "TechGadgets Inc. Warehouse Management System". It features a "TechGadgets Inc. Product Catalog" with a table of products including iPad Pro 12.9", Samsung Galaxy Tab S8, Canon EOS R6, Sony Alpha a7 IV, Sonos One, Bose SoundLink Revolve+, Anker PowerCore 26800, and RAVPower 20000mAh. A search bar allows filtering by Product Id. A modal window titled "Select Shipping Method" is open over the catalog table, showing a dropdown menu with options: Air Freight, Air Freight, Sea Freight, Ground, and Express. The "Air Freight" option is currently selected. At the bottom, a "Ship Items List" table shows one item: iPad Pro 12.9" with a purchase cost of 499.99 and a ship quantity of 20. A "Remove" button is available for this item, and a large blue "Ship" button is at the bottom.

User Name  
W  
Password  
\*\*\*\*\*  
Login  
Logout

Procurement Request  
Management  
Complaint Box  
My Profile

TechGadgets Inc. Warehouse Management System

<< Back

TechGadgets Inc. Product Catalog: Refresh List Product Id: Search

Product Name	Product ID	Price	Quantity	Stock Status	Last Updated
iPad Pro 12.9"	TB-001	499.99	60	In Stock	Sun Apr 20 23:03:59 E
Samsung Galaxy Tab S8	TB-002	349.99	100	In Stock	Sun Apr 20 23:03:59 E
Canon EOS R6	CM-001	699.99	70	In Stock	Sun Apr 20 23:03:59 E
Sony Alpha a7 IV	CM-002	449.99	90	In Stock	Sun Apr 20 23:03:59 E
Sonos One	SK-001	149.99	14	In Stock	Sun Apr 20 23:03:59 E
Bose SoundLink Revolve+	SK-002	249.99	24	In Stock	Sun Apr 20 23:03:59 E
Anker PowerCore 26800	PB-001	49.99	49	In Stock	Sun Apr 20 23:03:59 E
RAVPower 20000mAh	PB-002	79.99	79	In Stock	Sun Apr 20 23:03:59 E

Select Shipping Method

Select shipping method for order ORD17452048168610:

Air Freight  
Air Freight  
Sea Freight  
Ground  
Express

Ship Items List

Product Name	Purchase Cost	Ship Quantity	Total Amount
iPad Pro 12.9"	499.99	20	9999.8

Remove

Ship

# IMPLEMENTATION – WAREHOUSE

New App for NewTech Procurement

The screenshot shows the TechGadgets Inc. Warehouse Management System. On the left, there is a vertical sidebar with a dark blue header containing three white circles. Below the header, the sidebar has a light blue background with rounded corners. It features four blue rectangular buttons labeled "Procurement Request", "Management", "Complaint Box", and "My Profile". At the bottom of the sidebar is a blue "Logout" button. To the right of the sidebar is the main content area.

The main content area has a light gray background. At the top center, it says "TechGadgets Inc. Warehouse Management System". Below that is a "TechGadgets Inc. Product Catalog:" section with a "Refresh List" button. There is also a search bar with a "Product Id:" input field and a "Search" button. A "Ship Quantity" button is located below the catalog section.

The central part of the screen displays a table titled "TechGadgets Inc. Product Catalog:". The table has columns for Product Name, Product ID, Price, Quantity, Stock Status, and Last Updated. The data in the table is as follows:

Product Name	Product ID	Price	Quantity	Stock Status	Last Updated
iPad Pro 12.9"	TB-001	499.99	60	In Stock	Sun Apr 20 23:03:59 E
Samsung Galaxy Tab S8	TB-002	349.99	100	In Stock	Sun Apr 20 23:03:59 E
Canon EOS R6	CM-001	699.99	70	In Stock	Sun Apr 20 23:03:59 E
Sony Alpha a7 IV	CM-002	449.99	90	In Stock	Sun Apr 20 23:03:59 E
Sonos One	SK-001	149.99		In Stock	Sun Apr 20 23:03:59 E
Bose SoundLink Revolve+	SK-002	249.99		In Stock	Sun Apr 20 23:03:59 E
Anker PowerCore 26800	PB-001	49.99		In Stock	Sun Apr 20 23:03:59 E
RAVPower 20000mAh	PB-002	79.99		In Stock	Sun Apr 20 23:03:59 E

A modal dialog box titled "Message" is displayed in the center-right of the screen. It contains a blue circular icon with a white letter "i" and the text "Orders have been processed successfully!". There is an "OK" button at the bottom right of the modal.

At the bottom of the screen, there is a section titled "Ship Items List" with a table. The table has columns for Product Name, Purchase Cost, Ship Quantity, and Total Amount. The table is currently empty.

Below the table are two buttons: "Remove" and "Ship".

# IMPLEMENTATION – LOGISTICS

New App for NewTech Procurement

Dashboard

Shipment Tracking

Customs Declaration

Customer Complaint

My Profile

Logout

Active Shipments

**10**

+12% from last week

Pending Customs

**0**

+5% from last week

Completed Deliveries

**0**

+8% from last month

Customer Complaints

**0**

-25% from last week

Pending Tasks

Task ID	Type	Priority	Status	Due Date
TRK1745204816861	Logistics transport request	Normal	Sun Apr 20 23:07:31 EDT 2025	Pending

[View Details](#)

Recent Shipment

Tracking Number	Ship Date	Method	Destination	Status	Est. Delivery

# IMPLEMENTATION – LOGISTICS

New App for NewTech Procurement

User Name

Password

[Login](#)

[Logout](#)

[\*\*<< Back\*\*](#)

**Logistics Tracking:** [Refresh List](#)

Tracking No.  [Search](#)

ID	Shipping Method	Destination	Status	Shipping Date	Estimated Delivery Date
TRK001	Air Freight	New York	Pending	2025-04-20	
TRK002	Sea Freight	Los Angeles	Processing	2025-04-20	
TRK003	Ground	Chicago	Shipped	2025-04-20	
TRK004	Air Freight	Houston	In Transit	2025-04-20	
TRK005	Sea Freight	Phoenix	Delivering	2025-04-20	
TRK006	Ground	New York	Pending	2025-04-20	

[View Details](#) [Add New Shipment](#) [Update Status](#) [Ship](#) [Delete](#)

[Basic Info](#) [Customs Info](#) [Package Info](#) [Financial Info](#)

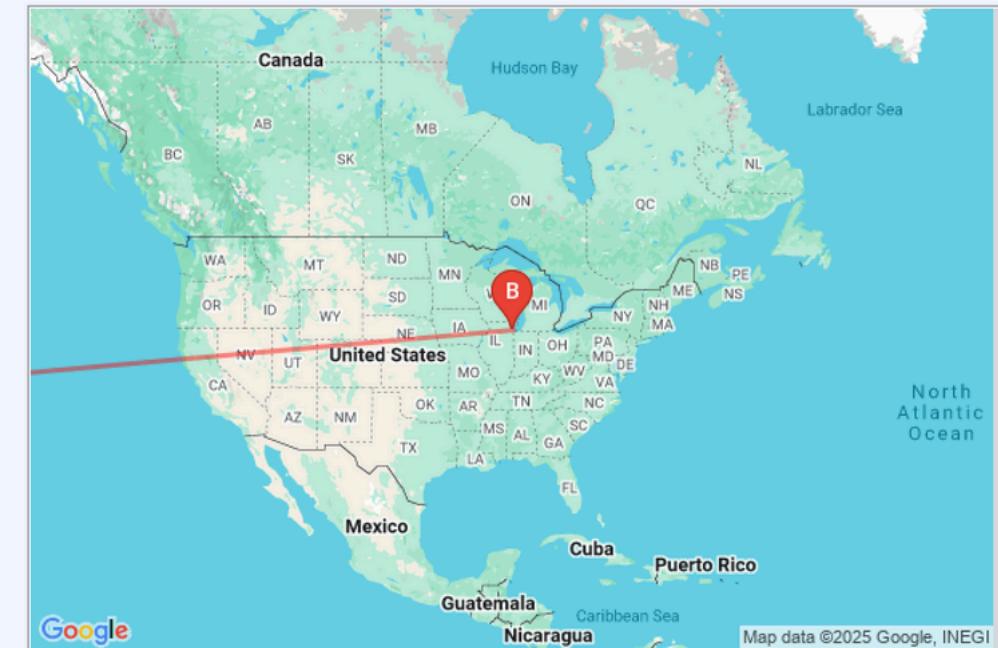
Tracking No: TRK003

Shipping Date: Sun Apr 20 23:03:59 EDT 2025

Shipping Method: Ground

Destination: Chicago

Status: Shipped



Shipment Route Information

Tracking No: TRK003  
Origin: Shanghai Warehouse  
Destination: Chicago  
Current Status: Shipped  
Ship Date: 2025-04-20

Tracking History

Time: 2025-04-20 23:03  
Location: Departed from Warehouse  
Status: Shipped  
Description: Package has been shipped fro...

Time: 2025-04-20 23:03  
Location: Shanghai Warehouse  
Status: Completed

# IMPLEMENTATION – LOGISTICS

New App for NewTech Procurement

User Name

Password  
 \*\*\*\*

[Login](#)

[Logout](#)

[<< Back](#)

**Logistics Tracking:** [Refresh List](#)

Tracking No.  [Search](#)

ID	Shipping Method	Destination	Status	Shipping Date	Estimated Delivery Date
TRK006	Ground	New York	Pending	2025-04-20	
TRK007	Air Freight	Los Angeles	Processing	2025-04-20	
TRK008	Sea Freight	Chicago	Shipped	2025-04-20	
TRK009	Ground	Houston	In Transit	2025-04-20	
TRK010	Air Freight	Phoenix	Delivering	2025-04-20	
Pending-SHP1745204816861	Air Freight	Boston	Pending	2025-04-20	To be determined

[View Details](#) [Add New Shipment](#) [Update Status](#) [Ship](#) [Delete](#)

[Basic Info](#) [Customs Info](#) [Package Info](#) [Financial Info](#)

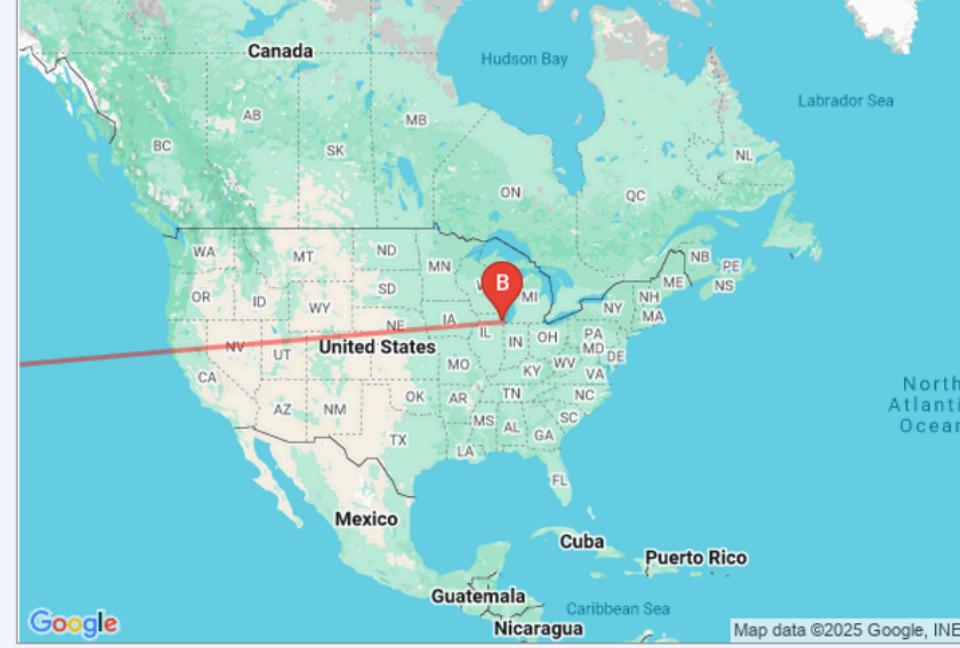
Tracking No: TRK003

Shipping Date: Sun Apr 20 23:03:59 EDT 2025

Shipping Method: Ground

Destination: Chicago

Status: Shipped



**Shipment Route Information**

Tracking No: TRK003  
Origin: Shanghai Warehouse  
Destination: Chicago  
Current Status: Shipped  
Ship Date: 2025-04-20

**Tracking History**

Time: 2025-04-20 23:03  
Location: Departed from Warehouse  
Status: Shipped  
Description: Package has been shipped fro...

Time: 2025-04-20 23:03  
Location: Shanghai Warehouse  
Status: Completed

# IMPLEMENTATION – LOGISTICS

New App for NewTech Procurement

User Name

Password  
 \*\*\*

[Login](#)

[Logout](#)

[\*\*<< Back\*\*](#)

**Logistics Tracking:** [Refresh List](#)

Tracking No.  [Search](#)

ID	Shipping Method	Destination	Status	Shipping Date	Estimated Delivery Date
TRK006	Ground	New York	Pending	2025-04-20	
TRK007	Air Freight	Los Angeles	Processing	2025-04-20	
TRK008	Sea Freight	Chicago	Shipped	2025-04-20	
TRK009	Ground	Houston	In Transit	2025-04-20	
TRK010	Air Freight	Phoenix	Delivering	2025-04-20	
Pending-SHP1745204816861	Air Freight	Boston	Pending	2025-04-20	To be determined

[View Details](#) [Add New Shipment](#) [Update Status](#) [Ship](#) [Delete](#)

[Basic Info](#) [Customs Info](#) [Package Info](#) [Financial Info](#)

Tracking No: TRK003

Shipping Date: Sun Apr 20 23:03:59 EDT 2025

Shipping Method: Ground

Destination: Chicago

Status: Shipped

**Shipping Method**

Select shipping method:  
Express  
Express  
Air Freight  
Sea Freight  
Ground

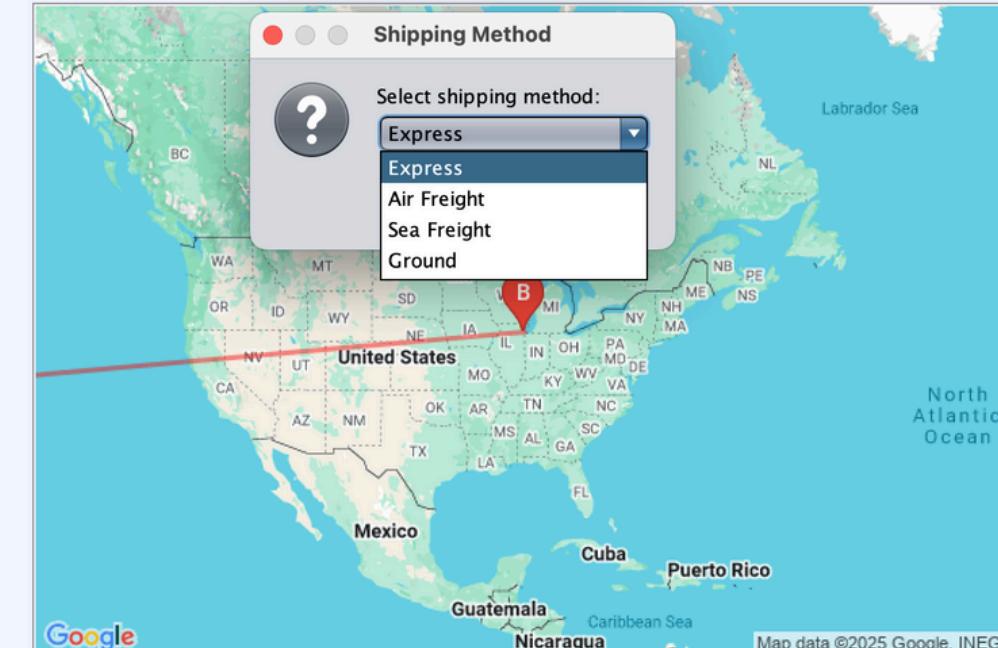
**Shipment Route Information**

Tracking No: TRK003  
Origin: Shanghai Warehouse  
Destination: Chicago  
Current Status: Shipped  
Ship Date: 2025-04-20

**Tracking History**

Time: 2025-04-20 23:03  
Location: Departed from Warehouse  
Status: Shipped  
Description: Package has been shipped fro...

Time: 2025-04-20 23:03  
Location: Shanghai Warehouse  
Status: Completed



Google Map data ©2025 Google, INEGI

# IMPLEMENTATION – LOGISTICS

New App for NewTech Procurement

User Name

Password

[Login](#)

[Logout](#)

[<< Back](#)

**Logistics Tracking:** [Refresh List](#)

Tracking No.  [Search](#)

ID	Shipping Method	Destination	Status	Shipping Date	Estimated Delivery Date
TRK006	Ground	New York	Pending	2025-04-20	
TRK007	Air Freight	Los Angeles	Processing	2025-04-20	
TRK008	Sea Freight	Chicago	Shipped	2025-04-20	
TRK009	Ground	Houston	In Transit	2025-04-20	
TRK010	Air Freight	Phoenix	Delivering	2025-04-20	
TRK1745205069472	Air Freight	Boston	Shipped	2025-04-20	2025-04-27

[View Details](#) [Add New Shipment](#) [Update Status](#) [Ship](#) [Delete](#)

[Basic Info](#) [Customs Info](#) [Package Info](#) [Financial Info](#)

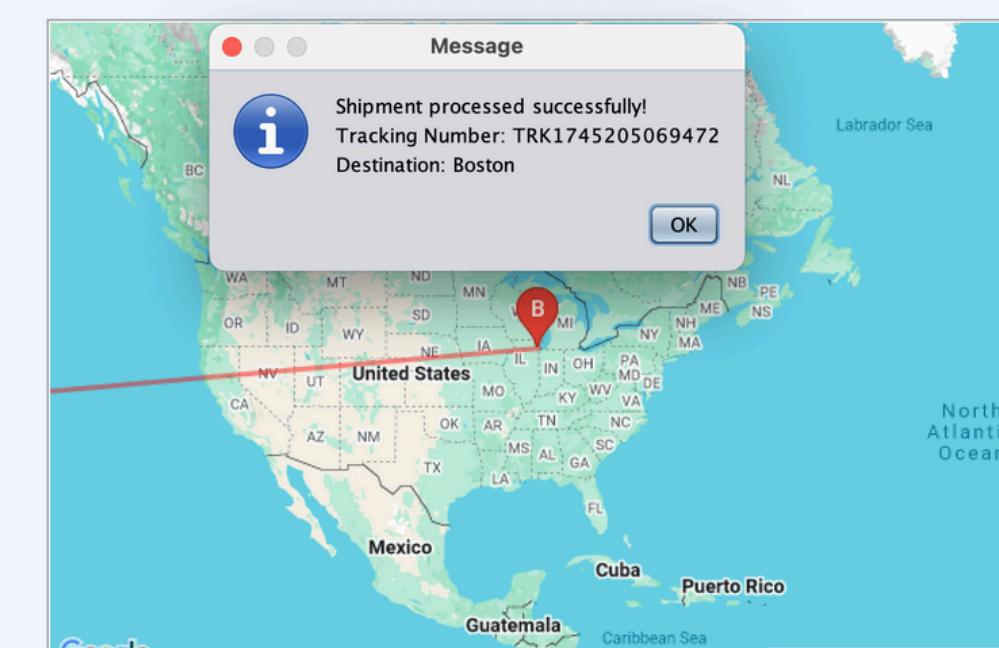
Tracking No: TRK003

Shipping Date: Sun Apr 20 23:03:59 EDT 2025

Shipping Method: Ground

Destination: Chicago

Status: Shipped



**Message**  
Shipment processed successfully!  
Tracking Number: TRK1745205069472  
Destination: Boston

**Shipment Route Information**

Tracking No: TRK003  
Origin: Shanghai Warehouse  
Destination: Chicago  
Current Status: Shipped  
Ship Date: 2025-04-20

**Tracking History**

Time: 2025-04-20 23:03  
Location: Departed from Warehouse  
Status: Shipped  
Description: Package has been shipped fro...

Time: 2025-04-20 23:03  
Location: Shanghai Warehouse  
Status: Completed

# IMPLEMENTATION – LOGISTICS

New App for NewTech Procurement

User Name

Password

[Login](#)

[Logout](#)

[\*\*<< Back\*\*](#)

**Logistics Tracking:** [Refresh List](#)      Tracking No.  [Search](#)

ID	Shipping Method	Destination	Status	Shipping Date	Estimated Delivery Date
TRK006	Ground	New York	Pending	2025-04-20	
TRK007	Air Freight	Los Angeles	Processing	2025-04-20	
TRK008	Sea Freight	Chicago	Shipped	2025-04-20	
TRK009	Ground	Houston	In Transit	2025-04-20	
TRK010	Air Freight	Phoenix	Delivering	2025-04-20	
TRK1745205069472	Air Freight	Boston	Shipped	2025-04-20	2025-04-27

[View Details](#) [Add New Shipment](#) [Update Status](#) [Ship](#) [Delete](#)

[Basic Info](#) [Customs Info](#) [Package Info](#) [Financial Info](#)

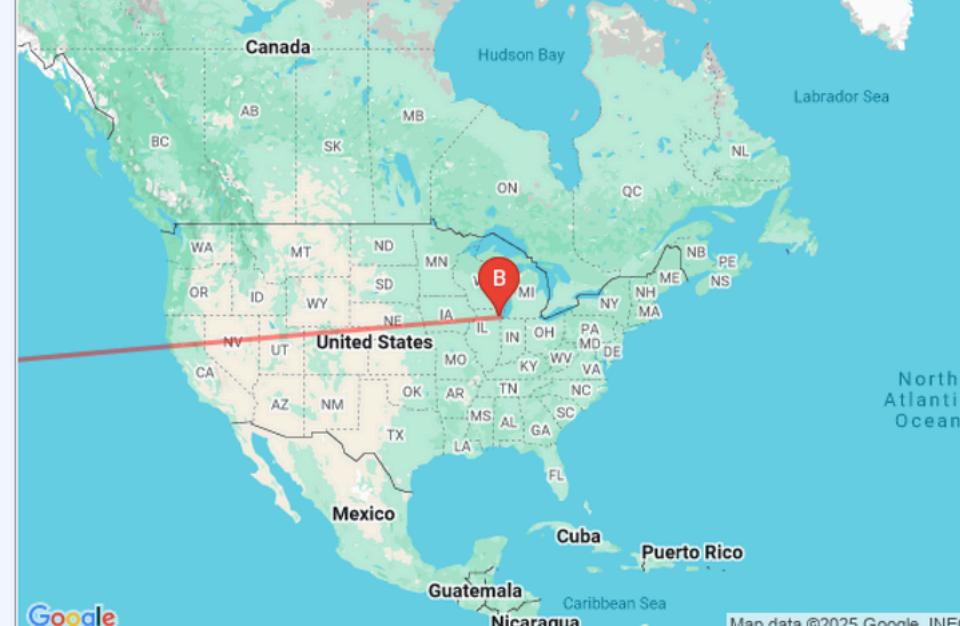
Tracking No: TRK003

Shipping Date: Sun Apr 20 23:03:59 EDT 2025

Shipping Method: Ground

Destination: Chicago

Status: Shipped



**Shipment Route Information**

Tracking No: TRK003  
Origin: Shanghai Warehouse  
Destination: Chicago  
Current Status: Shipped  
Ship Date: 2025-04-20

**Tracking History**

Time: 2025-04-20 23:03  
Location: Departed from Warehouse  
Status: Shipped  
Description: Package has been shipped fro...

Time: 2025-04-20 23:03  
Location: Shanghai Warehouse  
Status: Completed

# IMPLEMENTATION – CUSTOMS

The screenshot displays the Customs Implementation application interface. On the left, a vertical sidebar contains a login form with fields for User Name and Password, and buttons for Login and Logout. To the right of the sidebar are several navigation buttons: DashBoard, Document Review, Submit Documents, Return Tax, My Profile, and Customer Complaint. The main content area features a dashboard summary with four key metrics: Pending Reviews (4), Approved Documents (2, +5% from last week), Rejected Documents (0, -12% from last week), and Tax Returns (2, +3% from last week). Below this is a section titled "Pending Documents" containing a table with four rows of data. A "View Details" button is located at the bottom right of this section. Further down is a section titled "Recent Activities" containing another table with three rows of data.

User Name  
Password  
Login  
Logout

DashBoard  
Document Review  
Submit Documents  
Return Tax  
My Profile  
Customer Complaint  
Logout

Pending Reviews  
4  
+5% from last week

Approved Documents  
2  
+8% from last month

Rejected Documents  
0  
-12% from last week

Tax Returns  
2  
+3% from last week

**Pending Documents**

Declaration ID	Submission Date	Origin	Consignor
CD202504150002	2025-04-17	South Korea	Samsung Electronics Co., Ltd.
CD202504020004	2025-04-12	United States	Dell Technologies
CD202504050007	2025-04-14	China	Huawei Technologies
CD202504060009	2025-04-15	Japan	Nintendo Co., Ltd.

**Recent Activities**

Declaration ID	Processing Date	Status	Consignor
CD202504010003	2025-04-08	Approved	Sony Corporation
CD202504030005	2025-04-02	Information Needed	LG Electronics
CD202504010008	2025-03-29	Approved	Xiaomi

# IMPLEMENTATION – CUSTOMS

New App for NewTech Procurement

The screenshot displays the 'Document Review' section of the application. On the left, a sidebar shows login credentials and navigation buttons for 'Logout'. The main area has a header 'Document Review' with a 'Search by ID' input and a 'Search' button. A 'Document Queue' table lists documents with columns: Declaration ID, Type, Status, and Submission Date. One document in the queue is highlighted as 'Approved'. The right side shows a detailed view for 'Customs Declaration - CD202504010003'. It includes sections for 'Document Information' (Document ID: CD202504010003, Type: Customs Declaration, Submission Date: 2025-04-06 23:03, Submitted By: Sony Corporation) and 'Document Content' (Destination Country: United States, Declared Items: Sony PlayStation 5 and Sony WH-1000XM5 Headphones). A 'Review Notes' section is also present.

User Name  
Password  
Login  
Logout

<< Back

Document Review

Search by ID  Search

Document Queue Pending

Declaration ...	Type	Status	Submission...
CD2025041...	Standard	Draft	2025-04-20
CD2025041...	Standard	Submitted	2025-04-17
CD2025040...	Standard	Approved	2025-04-06
CD2025040...	Standard	Submitted	2025-04-12
CD2025040...	Standard	Information ...	2025-04-01
CD2025041...	Standard	Draft	2025-04-20
CD2025040...	Standard	Submitted	2025-04-14
CD2025040...	Standard	Approved	2025-03-27
CD2025040...	Standard	Submitted	2025-04-15
CD2025041...	Standard	Draft	2025-04-20

Review Document: Customs Declaration - CD202504010003

Approve Reject Request Info

Document Information

Document ID: CD202504010003 Document Type: Customs Declaration

Submission Date: 2025-04-06 23:03 Submitted By: Sony Corporation

Document Content

Destination Country: United States

Declared Items:

- Sony PlayStation 5  
HS Code: 9504.50.00  
Quantity: 20 PCS  
Value: \$9999.80
- Sony WH-1000XM5 Headphones  
HS Code: 8518.30.00  
Quantity: 30 PCS  
Value: \$10499.70

Review Notes

# IMPLEMENTATION – CUSTOMER SERVICE

New App for NewTech Procurement

Customer Service Management System

<< Back

Refresh List Status: All Search Complaint ID... Search

Complaint ID	Customer Name	Status	Complaint Type
C001	CUST001	In Progress	iPhone 14 Pro screen has
C002	CUST002	In Progress	Samsung Galaxy S22 bat
C003	CUST001	Resolved	MacBook Pro overheating
C004	CUST003	New	Package delayed by 5 da
C005	CUST004	In Progress	Package damaged, requ
C006	CUST002	In Progress	Unable to track package,
C007	CUST005	Resolved	Refund not received afte
<b>C008</b>	<b>CUST001</b>	<b>New</b>	<b>Partial refund received, r</b>
C009	CUST001	...	Customer service rep wa
C010	CUST001	...	Multiple attempts to cont
W001	CUST001	...	Warehouse Package re

Process Selected

Message

i Complaint C008 has been forwarded to Logistics department, status updated to 'Forwarded to Logistics'

OK

Complaint ID: C008

Customer Name: CUST001

Complaint Type: Customer Complaint

Select Department Role: Logistics

Customer Complaint Content:  
Partial refund received, missing coupon amount

Submit

The screenshot shows a web-based application for managing customer complaints. On the left, there's a vertical sidebar with a blue header 'Customer Service' and three menu items: 'Complaint Management', 'Logistics', and 'Report'. The main area is titled 'Customer Service Management System'. At the top right, there are buttons for 'Refresh List', 'Status: All', 'Search Complaint ID...', and 'Search'. Below these is a table with columns: 'Complaint ID', 'Customer Name', 'Status', and 'Complaint Type'. The table contains 11 rows of data, with row 8 (C008) highlighted in blue. A modal dialog box is overlaid on the page, centered over the highlighted row. It contains an information icon, the message 'Complaint C008 has been forwarded to Logistics department, status updated to 'Forwarded to Logistics'', and an 'OK' button. At the bottom of the dialog, there are input fields for 'Complaint ID' (C008), 'Customer Name' (CUST001), 'Complaint Type' (Customer Complaint), and a dropdown for 'Select Department Role' (set to Logistics). There's also a text area for 'Customer Complaint Content' containing the text 'Partial refund received, missing coupon amount'. A 'Submit' button is located at the very bottom of the dialog.

# IMPLEMENTATION – CUSTOMER SERVICE

New App for NewTech Procurement

The screenshot shows a web-based application titled "Customer Complaint Management". On the left, there is a vertical sidebar with a login form containing fields for "User Name" and "Password", and buttons for "Login" and "Logout". The main content area has a header "Customer Complaint Management" with a "Back" button. Below the header is a search bar with a "Search" button. A table lists customer complaints with columns for "Complaint ID", "Customer Name", and "Complaint Type". The table shows five rows of data, with the last row, C008, highlighted in blue. At the bottom, a "Detailed" button leads to a detailed view of complaint C008, which includes fields for Complaint ID (C008), Customer Name (CUST001), Complaint Type (Customs Issue), and Customer Complaint Content (Partial refund received, missing coupon amount).

Complaint ID	Customer Name	Complaint Type
C004	CUST003	Customs Issue
C005	CUST004	Customs Issue
C006	CUST002	Customs Issue
C007	CUST005	Customs Issue
C008	CUST001	Customs Issue

**Detailed**

**Customers Complaint Detailed**

Complaint ID: C008

Customer Name: CUST001

Complaint Type: Customs Issue

Customer Complaint Content:  
Partial refund received, missing coupon amount

# CONCLUSION



## Cross-Departmental Workflow Integration

Seamless collaboration between logistics, customs, and warehouse departments



## Real-Time Document Processing

Reduced customs declaration processing time by 65%



## Unified Management Platform

Single system managing the entire process from warehousing to customs clearance



# CONCLUSION



## Processing Time

**67% ↓**

Declaration process  
reduced from 3 days to 1  
day



## Document Error Rate

**85% ↓**

Significant reduction in  
documentation errors



## Tracking Accuracy

**98.7%**

Real-time system tracking  
accuracy

# JOB ASSIGNMENTS

## Team Division of Labor

Name	Responsibilities
Siting Wang	<ul style="list-style-type: none"><li>• Role modeling: <i>Merchant, Procurement Specialist, Customer Service Representative</i></li><li>• UI design and implementation for the above roles</li><li>• UML diagrams for the above roles</li><li>• Collaborated with Chenyan Zhu on <i>Warehouse Manager</i> (model + UI)</li><li>• Final UI polish and visual consistency</li></ul>
Chenyan Zhu	<ul style="list-style-type: none"><li>• Role modeling and UI: <i>Logistics Coordinator, Customs Agent</i></li><li>• UML diagrams for the above roles</li><li>• Integrated Google Maps API for logistics route planning</li><li>• Co-developed <i>Warehouse Manager</i> with Siting Wang</li><li>• UI polish for logistics and customs interfaces</li><li>• Project proposal with TA</li></ul>
Yusheng Shi	<ul style="list-style-type: none"><li>• Role modeling and UI: <i>System Administrator, Payment Processor</i></li><li>• UML diagrams for the roles</li></ul>

**THANK  
YOU**

