

A package/courier service company provides delivery to customers. Their operations are currently managed manually by a limited number of employees. However, as the business grows, the company has realized the need to implement an information system to facilitate scalability.

The company has hired a local information systems consultant to assist with the implementation of a system that meets their needs.

The following outlines the business process and workflow involved in the delivery process:

1. A customer sends a delivery request to the company, providing package information.
2. Upon receiving the delivery request, a staff/administrator processes the request by verifying the package information and sends an invoice to the customer.
3. The customer then approves or denies the invoice. If approved, the delivery service initiates the shipping process by creating a package and sends a package ID to the customer for tracking purposes.
4. Depending on the customer's preference, immediate pickup or a scheduled pickup time is arranged.
5. When the customer arrives at the pickup location, the company's staff collects the packages from them. It is uncommon for a customer to have multiple packages for delivery. The staff records the pickup time, along with the name and address of the delivery location.
6. The weight of the package and the desired delivery time/location are noted to determine the courier cost. A label is printed with a portable printer when the package is picked up.
7. Customers are required to make payment at the time of pickup. However, some regular customers prefer to receive a monthly bill for all their shipments. The company aims to accommodate these customers, and the bills are due and payable upon receipt.
8. Upon delivery, the company records information about the delivery time and the recipient. For valuable packages, a signature is required to ensure secure delivery.
9. On the Spot courier services have experienced growth and changes over the years.