**On the Spot Courier Services**

**System Vision Document**

**Problem Description**

A system is needed for On the Spot Courier Services to allow customers to make requests online for parcels to be picked up and delivered. Customers will want to be able to make their pickup request quickly and easily. They will want their parcels to be delivered in a timely manner. Customers will also want to be able to accurately track their parcels. The On the Spot Courier Services system needs to be developed and ready for use as soon as possible in order to attract the most customers.

**System Capabilities**

The proposed system should be capable of:

* Allowing customers to make online pickup requests through a website
* Allowing customers to track their parcels and see the estimated time of arrival
* Allowing customers to make online payments
* Allowing customers to get an estimate on costs
* Allowing drivers to access information about their deliveries
* Allowing users to create an account
* Notifying customers when their parcel is delivered
* Storing information in a database

**Business Benefits**

The primary business benefit of this proposed system is an increase in sales by allowing customers to easily make online orders. These specific business benefits include:

* Improving speed of pickup and delivery
* Increasing overall customer satisfaction
* Greater frequency of customer purchases
* Increasing the size of customer purchases
* Attraction of new customers
* Increased customer loyalty