Problem Statement: Online Package and Courier Delivery System Implementation

An established package and courier service company currently handles its operations manually, relying on a limited number of employees. However, as the business expands, the company recognizes the necessity of implementing an information system to support scalability. To address this need, the company has engaged a local information systems consultant to guide the implementation process.

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

Customers initiate delivery requests by providing package information.

Upon receiving a delivery request, a staff/administrator verifies the package details and generates an invoice for the customer.

The customer approves or denies the invoice. If approved, the delivery service creates a package and shares a package ID with the customer for tracking purposes.

Depending on customer preference, either immediate or scheduled pickup arrangements are made. When the customer arrives at the pickup location, company staff collects the packages. Typically, a customer has a single package for delivery. The staff records the pickup time, along with the delivery location's name and address.

The package's weight and desired delivery time/location are noted to calculate the courier cost. A label is printed using a portable printer during package pickup.

Customers are required to make payment at the time of pickup. However, regular customers may request monthly billing for all their shipments, with bills being due and payable upon receipt.

Upon delivery, the company records the delivery time and recipient information. For valuable packages, a recipient's signature is required to ensure secure delivery.

On the Spot courier services have witnessed growth and undergone changes over the years.

The objective is to develop an online package and courier delivery system that automates and streamlines the current manual processes.

The system should encompass the following functionalities:

Online interface for customers to submit delivery requests and provide package details.

Automated invoice generation and transmission to customers upon request processing.

Customer approval workflow for invoices, allowing for invoice acceptance or denial.

Tracking mechanism through package IDs for customers to monitor their shipments.

Pickup scheduling functionality, accommodating immediate or scheduled pickups based on customer preference.

Recording and calculation of courier costs based on package weight and desired delivery time/location.

Flexible payment options, including on-the-spot payment during pickup or monthly billing for regular customers.

Delivery tracking and recording of delivery time and recipient information.

Secure delivery handling, including the collection of recipient signatures for valuable packages.

By implementing an online package and courier delivery system, the company aims to enhance operational efficiency, improve customer experience, and support future growth and expansion.