**Problem statement**

A package/courier service company provide a delivery to both residential and commercial businesses. Their operations are managed through a manual process by a limited number of employees. However, as the business grows, it has become evident to the company that an information system will need to be implemented to allow the business to scale.

The company has retained the services of a local information systems consultant to help to implement a system that will meet his needs.

The following is the business process and workflow to facilitate the deliveries: When the company got an order, at first, a related staff records it and send a phone message on when the shipment would be ready for pickup. Sometimes, customers wanted immediate pickup; sometimes, they were calling to schedule a later time in the day for pickup. Once he/she arrived at the pickup location, company’s staff collected the packages to him/her. It is uncommon for the customer to have several packages for delivery. In addition to the name and address of the delivery location, they also recorded the time of pickup.

They noted the desired delivery time, the location of the delivery, and the weight of the package to determine the courier cost. When they picked up the package, they printed out a label with their portable printer

Customers are required to pay at the time of pickup, but some regular customers preferred to receive a monthly bill for all their shipments. they wanted to be able to accommodate those customers. Bills were due and payable upon receipt.

To help keep track of all the packages, they scan each package as it was sorted in the warehouse. This would enables to keep good control of the packages and avoid loss or delays.

The delivery of a package are fairly simple. Upon delivery, they would record information about when the delivery are made and who received it. Because some of the packages are valuable, it is necessary in those instances to have someone sign for the package. On the Spot courier services grew and changed over the years.