

## Phase 1 Report: Problem Understanding & Industry Analysis

### Project Title : Shipment Track – Real-Time Shipment Tracking & Inventory Visibility Hub

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## 2. Problem Statement

In logistics and supply chain management, shipment tracking and inventory visibility are often fragmented, leading to inefficiencies and customer dissatisfaction. Current challenges include:

- Lack of real-time shipment visibility.
- Difficulty in monitoring inventory across warehouses.
- Manual tracking processes prone to errors.
- Delays in delivery updates and customer communication.
- Weak integration between logistics, inventory, and customer service.

A centralized system is needed to enable **real-time shipment tracking and inventory visibility** to improve operational efficiency and customer satisfaction.

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## 3. Objectives

- Provide **real-time shipment tracking** for customers and admins.
  - Enable **inventory visibility** across multiple warehouses.
  - Integrate with logistics and delivery partners.
  - Automate notifications for shipment status updates.
  - Reduce manual efforts and operational costs.
  - Improve decision-making through analytics and dashboards.
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## 4. Requirement Gathering

- **Shipment Tracking Module** (Tracking ID, Location, Status, ETA).
- **Inventory Management** (Quantity, Reorder Level, Stock Movement).
- **Customer Portal** for shipment visibility.
- **Admin Dashboard** for end-to-end monitoring.
- **Notifications/Alerts** (Email/SMS/WhatsApp).

- **Reports & Analytics** (Delivery timelines, stock trends).
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## 5. Stakeholder Analysis

- **Customers:** Real-time tracking of orders.
  - **Warehouse Managers:** Inventory monitoring and restocking.
  - **Logistics Team:** Manage shipments and delivery status.
  - **Admins/Support Team:** Oversee shipments and resolve issues.
  - **Business Managers:** Analyze performance, optimize costs.
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## 6. Business Process Mapping

1. Shipment is created and assigned a tracking ID.
  2. Logistics team updates location/status during transit.
  3. Customer receives real-time updates via portal/notifications.
  4. Inventory automatically adjusts after delivery/returns.
  5. Admin monitors through dashboard and resolves exceptions.
  6. Reports generated for performance analysis.
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## 7. Industry Use Cases

- **E-commerce & Retail:** Amazon, Flipkart, Big Basket ensuring real-time delivery updates.
  - **Logistics Companies:** DHL, FedEx, Blue Dart tracking shipments globally.
  - **Manufacturing & Distribution:** Monitoring raw materials and finished goods.
  - **Pharmaceuticals:** Tracking sensitive shipments with temperature/location monitoring.
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## 8. Expected Outcomes

- End-to-end **visibility of shipments and inventory.**
- **Faster and more transparent delivery updates.**
- Reduced **operational costs and manual errors.**

- Improved **customer trust and loyalty**.
- Data-driven insights for **better planning and forecasting**.

## 9. Conclusion

**Shipment Track** will leverage Salesforce automation, workflows, and dashboards to provide a **centralized hub for shipment tracking and inventory visibility**. It enhances transparency, reduces costs, improves efficiency, and builds stronger customer relationships. With its scalable and future-ready design, Shipment Track can empower businesses across retail, logistics, and supply chain industries.

