**Agile Project Planning for Amazon.in Shipping Epic**

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# **1. Epic Overview**

**Epic Name:** Shipping System for Amazon.in

**Goal:** Build a complete, flexible, and reliable shipping and delivery system for Amazon.in, covering multiple shipping options, tracking, notifications, handling delivery failures, and returns pickups.

# **2. Features List**

* Shipping Methods:  
  + Standard Delivery
  + Same-Day and One-Day Delivery
  + Scheduled Delivery
  + Pickup Point / Locker Delivery
  + Delivery Tracking
  + Return Pickup Scheduling
* Post-Shipping Processes:  
  + Shipping Confirmation and Notifications
  + Handling Failed Deliveries and Reattempts

# **3. Shipping Methods**

## **3.1 Standard Delivery**

**User Stories:**

* As a user, I want to select free or affordable standard delivery options.
* As a user, I want to view estimated delivery dates before placing an order.

**Tasks:**

* Setup standard shipping workflows.
* Integrate Estimated Delivery Date (EDD) calculation based on pincode and warehouse inventory.
* Configure logistics partners for standard shipping.
* Update Order Summary page with standard shipping details.

## **3.2 Same-Day and One-Day Delivery(mostly prime users)**

**User Stories:**

* As a user, I want to receive eligible products within the same day or next day.
* As a user, I want to see charges clearly for faster delivery options.

**Tasks:**

* Identify eligible products and pin codes.
* Implement cut-off time logic (e.g., order before 1 PM).
* Add Same-Day/One-Day as selectable shipping methods.
* Display dynamic pricing (free for Prime, paid otherwise).
* Integrate with fast logistics partners.

## **3.3 Scheduled Delivery**

**User Stories:**

* As a user, I want to schedule a delivery slot for large appliances or valuable items.
* As a user, I want to select morning/evening slots during checkout.

**Tasks:**

* Setup scheduling module.
* Display available slots dynamically.
* Update backend to assign deliveries based on slot.
* Notify customer of scheduled delivery reminders.

## **3.4 Pickup Point / Locker Delivery**

**User Stories:**

* As a user, I want the option to pick up my order from a nearby Amazon Locker or partner location.
* As a user, I want to be notified when my order is ready for pickup.

**Tasks:**

* Map pickup points based on pincode.
* Integrate Pickup Point selection into checkout flow.
* Generate pickup codes (QR or PIN) for secure pickup.
* Send pickup-ready notifications (SMS/Email).

## **3.5 Delivery Tracking**

**User Stories:**

* As a user, I want to track the real-time status of my order after it is shipped.
* As a user, I want to see expected delivery timelines update if there are delays.

**Tasks:**

* Integrate shipment tracking APIs from logistics partners.
* Show real-time shipment status on Order Details page.
* Send proactive delay notifications.
* Build a Delivery Map View (optional enhancement).

## **3.6 Return Pickup Scheduling**

**User Stories:**

* As a user, I want Amazon to pick up returned products from my address.
* As a user, I want to choose a convenient time slot for return pickup.

**Tasks:**

* Add Return Pickup option on the Returns page.
* Allow slot selection for return pickup (if available).
* Integrate return pickup workflows with logistic partners.
* Update return status tracking.

# **4. Post-Shipping Processes**

## **4.1 Shipping Confirmation and Notifications**

**User Stories:**

* As a user, I want a shipping confirmation once my item is dispatched.
* As a user, I want to receive timely delivery updates via SMS and Email.

**Tasks:**

* Send dispatch confirmation message after warehouse handover.
* Send out-of-delivery-area notifications.
* Notify customer on out-for-delivery status.

## **4.2 Handling Failed Deliveries and Reattempts**

**User Stories:**

* As a user, I want Amazon to attempt redelivery if I miss the first attempt.
* As a user, I want to reschedule my delivery easily.

**Tasks:**

* Integrate failed delivery workflows.
* Allow user-triggered rescheduling from Order page.
* Configure automatic retries (up to N attempts).
* Notify customer on each failed attempt.

# **5. Post-Shipping Processes**

## **5.1 Customer Service for Shipping & Returns**

**User Stories:**

* As a user, I want to raise shipping complaints easily (delays, missing item, wrong item).
* As a user, I want to get help for return pickups and refund issues.

**Tasks:**

* Build "Help with Shipping" section in the Help Center.
* Enable Live Chat, Email, and Phone support flows for shipping queries.
* Integrate return pickup support ticket system.
* Route unresolved issues to escalation team.

## **5.2 Delivery Feedback Collection**

**User Stories:**

* As a user, I want to rate my delivery experience.
* As Amazon, I want to collect feedback to improve courier performance.

**Tasks:**

* Trigger feedback request after successful delivery.
* Allow users to rate delivery and leave comments.
* Analyze courier performance based on feedback trends.

## **5.3 Exception Management (Advanced)**

**User Stories:**

* As Amazon, I want to handle delivery exceptions like wrong address, customs hold, item damaged.

**Tasks:**

* Build internal dashboard to log and resolve shipping exceptions.
* Train customer service team on exception handling playbooks.
* Automate refunds/cancellations for undeliverable shipments.

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# **6. Sprint Planning Suggestion**

| **Sprint** | **Scope** |
| --- | --- |
| **Sprint 1** | Standard Delivery and Same-Day/One-Day Delivery Setup |
| **Sprint 2** | Scheduled Delivery and Pickup Point/Locker Delivery |
| **Sprint 3** | Delivery Tracking and Real-Time Status Integration |
| **Sprint 4** | Return Pickup Scheduling + Handling Failed Deliveries |
| **Sprint 5** | Full Notification System + Customer Service and Feedback Setup + Regression Testing + UAT |