ID: 27381

ASSIGNMENT 4

Agile Project Planning - Create a Shipping Epic for Amazon.in

Split it into Features, User Stories and Tasks.

**Epic: Improve Shipping Process for Amazon.in**

**Features-** 1. Order Processing and Shipping Labels

2. Inventory Management for Shipping

3. Shipping Cost Calculation

4. Shipment Tracking and Notifications

5. Return and Refund Process for Shipments

**Feature 1: Order Processing and Shipping Labels**

**User Story 1.1:** As a user, I want to see an estimated delivery date on my order confirmation, so that I can plan accordingly.

**User Story 1.2**: As an operations manager, I want to automatically generate shipping labels for each order, so that I can streamline the shipping process.

**Tasks** for Order Processing and Shipping Labels - Build the UI Layer – 6 hrs

Build the API Layer – 9 hrs

Build the DB Layer – 7 hrs

**Feature 2: Inventory Management for Shipping**

**User Story 2.1**: As a warehouse worker, I want to receive notifications when stock levels are low for items with high shipping demand, so that we can reorder before we run out.

**User Story 2.2**: As a customer, I want to be notified if an item is out of stock or unavailable for shipping, so that I can choose an alternative or cancel my order.

**Tasks** for Inventory Management for Shipping - Build the UI Layer – 7 hrs

Build the API Layer – 11 hrs

Build the DB Layer – 8 hr

**Feature 3: Shipping Cost Calculation**

**User Story 3.1**: As a customer, I want to see the shipping cost calculated based on my location and item weight, so that I know the total cost before checkout.

**User Story 3.2**: As a shipping team member, I want to optimize the shipping cost calculation for bulk orders, so that customers receive discounts and it’s easier to process large shipments.

**Tasks** for Shipping Cost Calculation - Build the UI Layer – 5 hrs

Build the API Layer – 9 hrs

Build the DB Layer – 7 hrs

**Feature 4: Shipment Tracking and Notifications**

**User Story 4.1**: As a customer, I want to track my shipment in real time, so that I can know exactly where my order is at any time.

**User Story 4.2**: As a customer service representative, I want to access up-to-date shipment tracking information quickly, so that I can assist customers with delivery inquiries.

**Tasks** for Shipment Tracking and Notifications - Build the UI Layer – 8 hrs

Build the API Layer – 11 hrs

Build the DB Layer – 9 hrs

**Feature 5: Return and Refund Process for Shipments**

**User Story 5.1**: As a customer, I want an easy way to initiate a return for my shipped order, so that I can return products without hassle if they don’t meet my expectations.

**User Story 5.2**: As a customer service representative, I want to process returns and issue refunds efficiently, so that I can provide timely resolutions to customers.

**Tasks** for Return and Refund Process for Shipments - Build the UI Layer – 7 hrs

Build the API Layer – 10 hrs

Build the DB Layer – 9 hrs

**Conclusion:**

1. **Order Processing & Shipping Labels**: Automate label generation and display estimated delivery dates.
2. **Inventory Management**: Track stock levels, notify for low stock, and handle out-of-stock scenarios.
3. **Shipping Cost Calculation**: Provide accurate shipping cost based on location, weight, and bulk discounts.
4. **Shipment Tracking**: Real-time tracking for customers and a support tool for customer service.
5. **Return & Refund Process**: Simplify return initiation, automate refunds, and provide efficient customer service handling.

This plan improves customer experience, enhances shipping efficiency, and optimizes backend processes.