

DropPin Shop Management System - Business Documentation

Comprehensive User Stories and Business Requirements

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1 Executive Summary

The **Droppin Shop Management System** is a comprehensive delivery management platform that enables shop owners to create, manage, and track delivery packages throughout the entire delivery lifecycle. The system provides both web and mobile interfaces, real-time tracking, financial management, and seamless integration capabilities.

1.1 Key Features Overview

- **Complete Package Lifecycle Management** - From creation to delivery
 - **Real-time Status Tracking** - Live updates across all delivery stages
 - **Professional AWB Generation** - Branded shipping labels with QR codes
 - **Financial Management** - COD tracking, settlements, and revenue analytics
 - **Mobile Optimization** - Full functionality on smartphones and tablets
 - **API Integration** - Seamless connection with existing business systems
 - **Advanced Analytics** - Data-driven insights for business optimization
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2 User Stories by Feature Category

2.1 1. SHOP PROFILE MANAGEMENT

2.1 US-001: Shop Profile Setup and Management

User Story:

As a **shop owner**

I want to **manage my shop profile information**

So that **I can ensure accurate business representation and proper branding on all customer-facing materials**

Business Value: Establishes professional brand identity and ensures accurate contact information for delivery operations

2.1.1.1 Detailed Requirements Business Information Management: - Update business name (displayed on AWBs and customer communications) - Set business type/category - Manage contact person details (name, phone, email) - Configure business address for pickup operations

Financial Configuration: - Set default shipping fees for packages - Configure shown shipping fees (customer-facing pricing) - Manage settlement preferences - Track financial metrics (amounts to collect, total collected, settled amounts)

Branding and Customization: - Upload and manage business logo - Configure AWB appearance and branding - Set default pickup contact information

2.1.1.2 Acceptance Criteria

- Shop profile can be updated in real-time
- Changes reflect immediately on AWBs and customer communications
- Financial calculations update automatically based on profile settings
- Profile validation ensures required fields are completed
- Historical data integrity maintained during profile updates

2.2 2. PACKAGE CREATION AND MANAGEMENT

2.2 US-002: Package Creation

User Story:

As a **shop owner**

I want to **create delivery packages with comprehensive details**

So that **I can efficiently process customer orders and ensure accurate delivery information**

Business Value: Streamlines order processing and reduces delivery errors through detailed package information

2.2.1.1 Detailed Requirements Package Information: - Generate unique tracking numbers (DP prefix format) - Set package description and contents - Specify weight and dimensions - Set priority level (normal, high, urgent) - Add package notes and special instructions

Recipient Management: - Capture recipient name and contact information - Set delivery address with validation - Configure delivery preferences and time windows - Add delivery notes and special instructions

Pickup Configuration: - Set pickup contact information (defaults to shop profile) - Specify pickup address (defaults to shop address) - Schedule pickup time and date - Add pickup notes and special requirements

Financial Setup: - Set COD (Cash on Delivery) amount - Configure delivery cost and shown delivery cost - Set payment method preferences - Add payment notes and special instructions

Item Management: - Add multiple items per package - Set item descriptions and quantities - Configure individual item COD amounts - Track total number of items

2.2.1.2 Acceptance Criteria

- All required fields validated before package creation
- Tracking number generated automatically and uniquely
- Default values populated from shop profile where applicable
- Package status set to “awaiting_schedule” upon creation
- Real-time validation of addresses and contact information
- Support for both single and bulk package creation

2.2 US-003: Package Status Management

User Story:

As a **shop owner**

I want to **view and manage packages across different status stages**

So that **I can track delivery progress and take appropriate actions at each stage**

Business Value: Provides complete visibility into delivery pipeline and enables proactive management

2.2.2.1 Detailed Requirements **Status Categories:** - **All Packages:** Complete view of all packages regardless of status - **Awaiting Schedule:** Packages created but not yet scheduled for pickup - **Scheduled for Pickup:** Packages with confirmed pickup appointments - **Pending:** Packages accepted and awaiting driver handover - **In Transit:** Packages with assigned drivers (includes assigned, picked up, on the way) - **Delivered:** Successfully completed deliveries - **Return to Shop:** Packages in return process - **Cancelled/Rejected:** Packages not proceeding forward

Status Tracking: - Real-time status updates and notifications - Status change history and timestamps - Driver assignment tracking - Delivery confirmation and proof of delivery

Package Actions: - Cancel packages (before delivery completion) - Request returns on delivered packages - Request exchanges on delivered packages - Update package notes and special instructions - Reschedule pickups when necessary

2.2.2.2 Acceptance Criteria

- Status counts displayed prominently for each category
- Real-time updates without page refresh
- Status change notifications and alerts

- Audit trail for all status changes
 - Appropriate actions available based on current status
 - Bulk operations supported where applicable
-

2.3 3. SEARCH AND FILTERING

2.3 US-004: Advanced Package Search

User Story:

As a **shop owner**

I want to **search and filter packages using multiple criteria**

So that **I can quickly locate specific packages and analyze delivery patterns**

Business Value: Improves operational efficiency and enables data-driven decision making

2.3.1.1 Detailed Requirements Search Capabilities: - Search by tracking number (exact match) - Search by recipient name (partial match) - Search by package description (keyword search) - Search by delivery address (location-based) - Search by status (filter by current status)

Filtering Options: - Date range filtering (creation date, delivery date) - Status-based filtering - Priority level filtering - COD amount range filtering - Driver assignment filtering

Sorting Options: - Sort by creation date (newest/oldest first) - Sort by delivery date - Sort by COD amount - Sort by status priority - Sort by tracking number

2.3.1.2 Acceptance Criteria

- Search results returned in real-time
 - Multiple search criteria can be combined
 - Search history maintained for quick access
 - Results paginated for large datasets
 - Export functionality for search results
 - Search performance optimized for large package volumes
-

2.4 4. AWB (AIR WAYBILL) MANAGEMENT

2.4 US-005: AWB Generation and Printing

User Story:

As a **shop owner**

I want to **generate and print professional AWBs for packages**

So that **I can provide proper labeling and documentation for delivery operations**

Business Value: Ensures professional package presentation and accurate delivery information

2.4.1.1 Detailed Requirements AWB Content: - Shop logo and business name - Unique tracking number with QR code - Recipient details (name, phone, address) - Package description

and item summary - COD amount and shipping fees breakdown - Total amount calculation - Pickup and delivery addresses - Special instructions and notes

Printing Options: - Individual AWB printing - Bulk AWB printing (multiple packages) - Print preview functionality - Mobile-optimized printing (iOS/Android) - Print dialog customization

AWB Management: - Reprint AWBs at any stage - AWB version control and updates - Print history tracking - AWB template customization

2.4.1.2 Acceptance Criteria

- AWBs display all required information clearly
 - QR codes scan correctly for tracking
 - Print functionality works on all devices
 - Bulk printing processes multiple AWBs efficiently
 - AWB layout optimized for standard label sizes
 - Print quality consistent across different printers
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2.5 5. PICKUP SCHEDULING

2.5 US-006: Pickup Scheduling and Management

User Story:

As a **shop owner**

I want to **schedule and manage package pickups**

So that **I can coordinate with drivers and ensure timely package collection**

Business Value: Optimizes delivery operations and improves customer service through efficient pickup coordination

2.5.1.1 Detailed Requirements Scheduling Features: - View available pickup time slots - Schedule single or multiple package pickups - Reschedule existing pickup appointments - Cancel pickup appointments when necessary - Set pickup preferences and time windows

Pickup Management: - View scheduled pickups calendar - Track pickup status and driver assignments - Receive pickup notifications and reminders - Manage pickup notes and special instructions - Handle pickup conflicts and rescheduling

Driver Coordination: - View assigned drivers for pickups - Communicate with drivers through the system - Track driver arrival and pickup completion - Handle driver changes and reassignments

2.5.1.2 Acceptance Criteria

- Pickup slots available based on service plan and region
 - Real-time pickup status updates
 - Notification system for pickup reminders
 - Conflict resolution for overlapping pickups
 - Integration with driver management system
 - Pickup history and analytics available
-

2.6 6. FINANCIAL MANAGEMENT

2.6 US-007: Financial Tracking and Management

User Story:

As a **shop owner**

I want to **track and manage all financial aspects of my delivery operations**

So that **I can monitor cash flow, COD collections, and shipping costs**

Business Value: Provides complete financial visibility and control over delivery operations

2.6.1.1 Detailed Requirements Financial Overview: - Total amount to collect (pending COD) - Total amount collected (completed COD) - Settled amounts (processed payments) - Shipping fees earned and paid - Net profit calculations

Transaction Management: - View detailed money transaction history - Filter transactions by date range - Search transactions by description - Sort transactions by amount, date, or type - Export transaction data for accounting

Payment Tracking: - Track COD collection status - Monitor payment confirmations - Handle payment disputes and adjustments - Process refunds and returns - Generate payment reports

Settlement Management: - View settlement history - Track settlement status - Process settlement requests - Handle settlement disputes

2.6.1.2 Acceptance Criteria

- Real-time financial calculations
 - Accurate transaction recording and tracking
 - Comprehensive financial reporting
 - Integration with accounting systems
 - Audit trail for all financial transactions
 - Automated settlement processing where applicable
-

2.7 7. API INTEGRATION

2.7 US-008: API Integration and Automation

User Story:

As a **shop owner**

I want to **integrate my shop systems with Droppin through APIs**

So that **I can automate package creation and management processes**

Business Value: Enables seamless integration with existing business systems and reduces manual data entry

2.7.1.1 Detailed Requirements API Key Management: - Generate and manage API keys - Secure API key storage and rotation - API usage monitoring and limits - API key permissions and access control

Package Creation API: - Bulk package creation via API - Shopify integration support - Custom order management integration - Automated tracking number generation - API response handling and error management

Data Synchronization: - Real-time data sync with external systems - Order status synchronization - Inventory management integration - Customer data synchronization

2.7.1.2 Acceptance Criteria

- Secure API authentication and authorization
 - Comprehensive API documentation provided
 - Error handling and retry mechanisms
 - Rate limiting and usage monitoring
 - Webhook support for real-time updates
 - API versioning and backward compatibility
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2.8 8. MOBILE OPTIMIZATION

2.8 US-009: Mobile Shop Management

User Story:

As a **shop owner**

I want to **manage my shop operations from mobile devices**

So that **I can handle deliveries efficiently while away from my computer**

Business Value: Enables flexible shop management and improves operational efficiency

2.8.1.1 Detailed Requirements Mobile Dashboard: - Optimized mobile interface - Touch-friendly navigation - Quick action buttons - Real-time status updates - Offline capability where applicable

Mobile Features: - Package creation and editing - AWB printing on mobile devices - Pickup scheduling - Status updates and notifications - Financial overview and tracking

Mobile-Specific Optimizations: - Responsive design for all screen sizes - Touch-optimized input fields - Mobile printing support (iOS/Android) - GPS integration for address validation - Camera integration for package photos

2.8.1.2 Acceptance Criteria

- Full feature parity with desktop version
 - Optimized performance on mobile devices
 - Intuitive mobile user interface
 - Reliable mobile printing functionality
 - Offline data synchronization
 - Mobile-specific security measures
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2.9 9. ANALYTICS AND REPORTING

2.9 US-010: Business Analytics and Reporting

User Story:

As a **shop owner**

I want to **access comprehensive analytics and reports about my delivery operations**

So that **I can make data-driven business decisions and optimize operations**

Business Value: Provides insights for business optimization and performance improvement

2.9.1.1 Detailed Requirements Performance Metrics: - Delivery success rates - Average delivery times - Package volume trends - Revenue and profit analysis - Customer satisfaction metrics

Operational Reports: - Daily, weekly, monthly summaries - Status distribution reports - Driver performance analytics - Geographic delivery analysis - Peak time and seasonal trends

Financial Reports: - Revenue breakdown by period - COD collection rates - Shipping cost analysis - Profit margin calculations - Settlement reports

2.9.1.2 Acceptance Criteria

- Real-time analytics dashboard
 - Customizable report parameters
 - Export functionality for all reports
 - Visual charts and graphs
 - Historical data comparison
 - Automated report generation and delivery
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2.10 10. SUPPORT AND HELP

2.10 US-011: Integrated Support System

User Story:

As a **shop owner**

I want to **access help and support resources within the system**

So that **I can quickly resolve issues and learn how to use features effectively**

Business Value: Reduces support costs and improves user satisfaction through self-service capabilities

2.10.1.1 Detailed Requirements Help Documentation: - Comprehensive user guides - Feature tutorials and walkthroughs - FAQ sections - Video tutorials and demos - Best practices and tips

Support Features: - In-app help and tooltips - Context-sensitive help - Support ticket system - Live chat support - Knowledge base search

Training Resources: - Onboarding tutorials - Feature-specific training - Advanced usage guides - Integration tutorials - Troubleshooting guides

2.10.1.2 Acceptance Criteria

- Easy-to-find help resources
 - Searchable knowledge base
 - Contextual help throughout the interface
 - Multiple support channels available
 - Regular content updates and maintenance
 - User feedback integration for continuous improvement
-

3 Technical Integration Points

3.1 System Architecture

Frontend: React-based web application with mobile-responsive design

Backend: Node.js/Express API with SQLite database

Mobile: React Native mobile application

Authentication: JWT-based authentication with role-based access control

API: RESTful API with API key authentication for integrations

3.2 Key Integrations

- **Shopify Integration:** Direct API integration for e-commerce platforms
 - **Payment Systems:** COD tracking and settlement management
 - **Driver Management:** Real-time driver assignment and tracking
 - **Notification Systems:** Email and SMS notifications for status updates
 - **Printing Systems:** Cross-platform printing support for AWBs
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4 Business Benefits

4.1 1. Operational Efficiency

Streamlined package management reduces manual work and errors

4.2 2. Customer Satisfaction

Real-time tracking and professional AWBs improve customer experience

4.3 3. Financial Control

Comprehensive financial tracking ensures accurate revenue management

4.4 4. Scalability

API integration and mobile optimization support business growth

4.5 5. Data-Driven Decisions

Analytics and reporting enable informed business decisions

4.6 6. Professional Image

Branded AWBs and professional interface enhance business credibility

This comprehensive business documentation provides the foundation for understanding the implemented Droppin Shop Management System and serves as a reference for stakeholders, developers, and business users.

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