



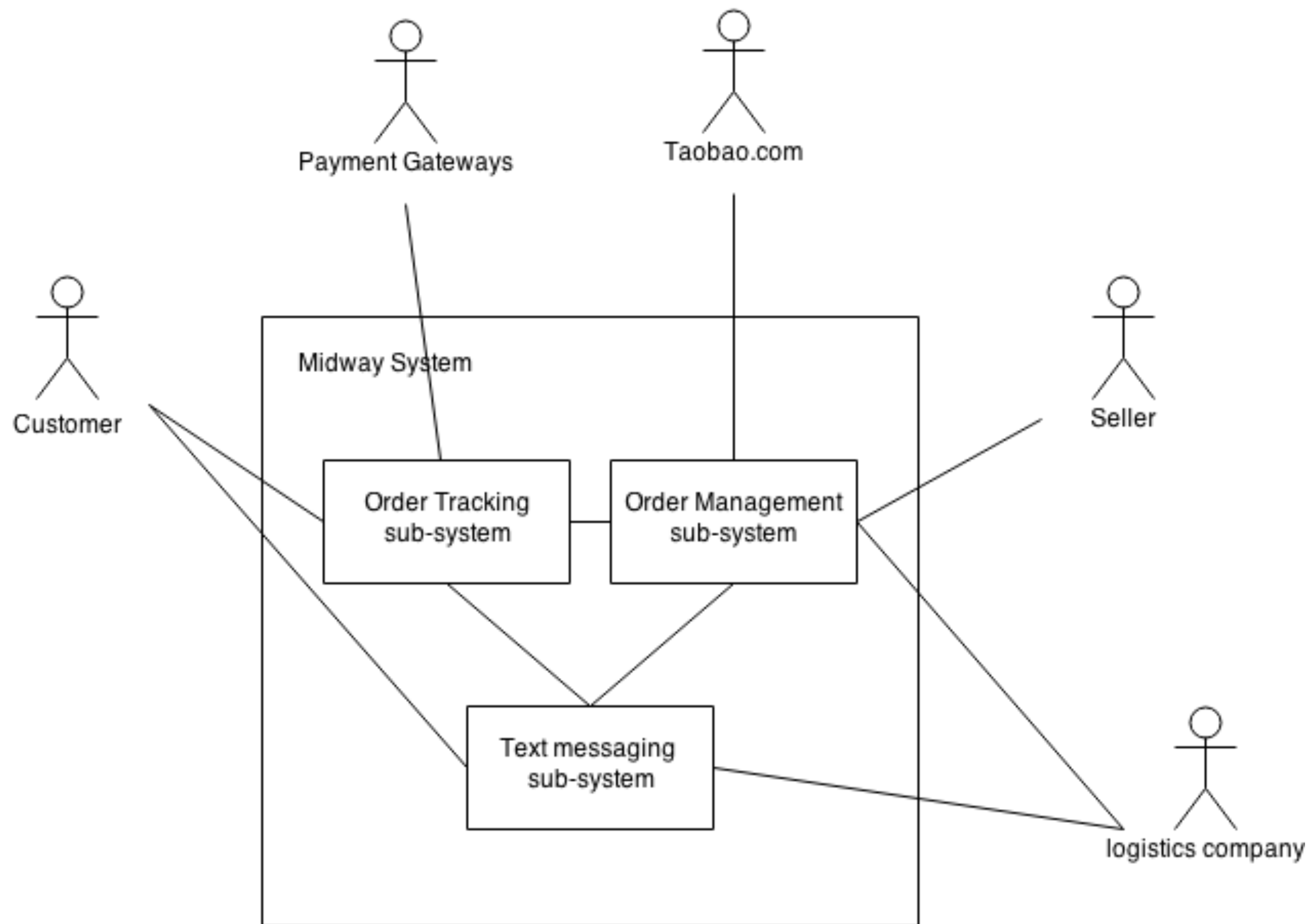
Midway

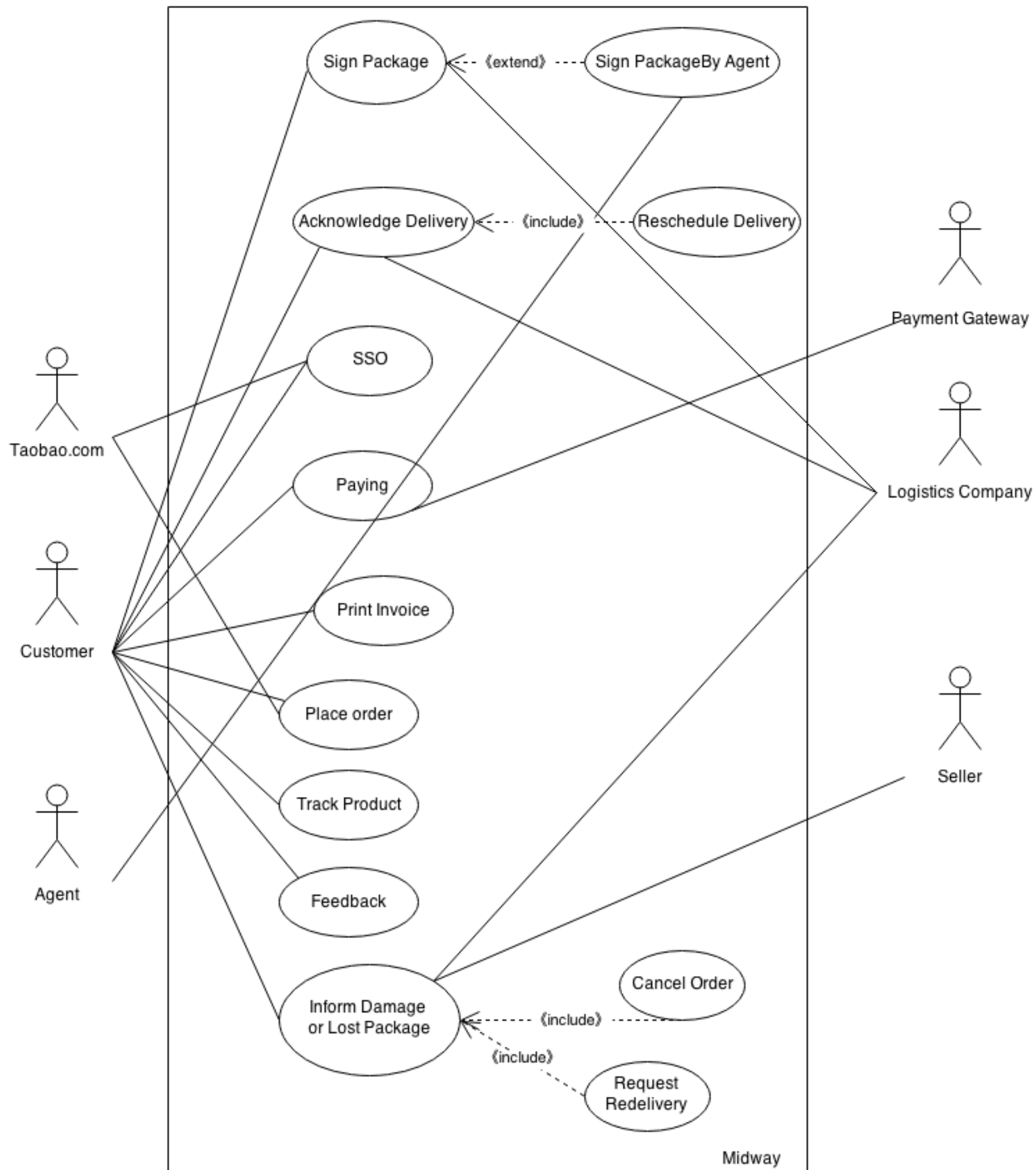
Your Packages Do Trust Us

# Short Pitch

“Midway is a Package Delivery Application System which aims to facilitate the process between the Taobao.com, the logistics companies and the customers.”





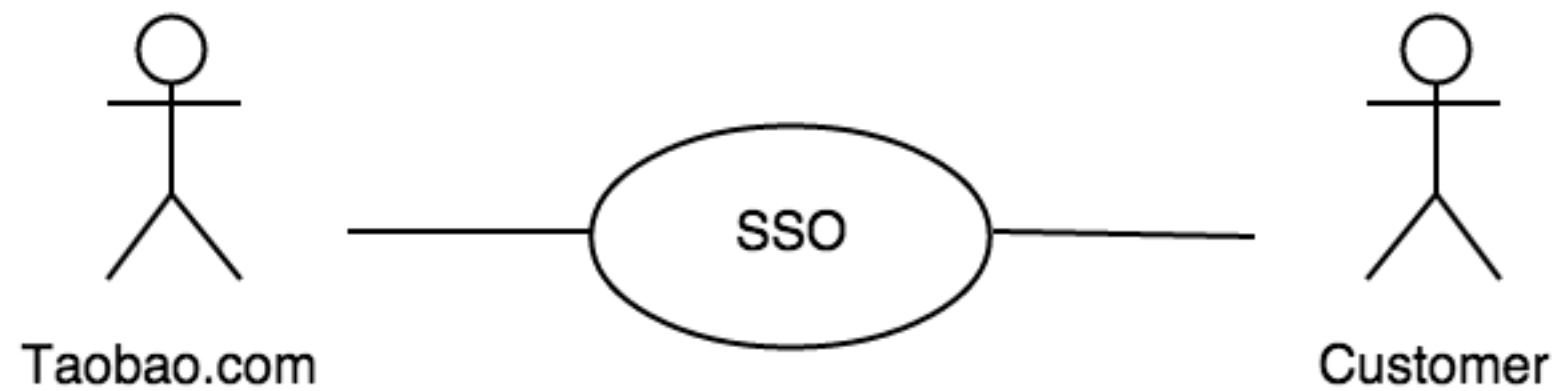


# Use Cases Categories

- General
- Pre-Shipping Process
- Shipping Process
- Post-Shipping Process

# General Use Cases

# Single Sign On



# Single Sign On

## Trigger

The user wants to sign in Midway system with his/her own Taobao account.

## Pre-conditions

Before this use case can be initialised:

1. The user has a valid Taobao account.
2. The user is not signed in.



# Single Sign On

## Basic Flow

1. The user access the Midway system.
2. The system **redirect** the user to “[member1.taobao.com](http://member1.taobao.com)”.
3. The user fill out the informations required.
4. The system validate the informations and **redirect** the user back to the Midway system.

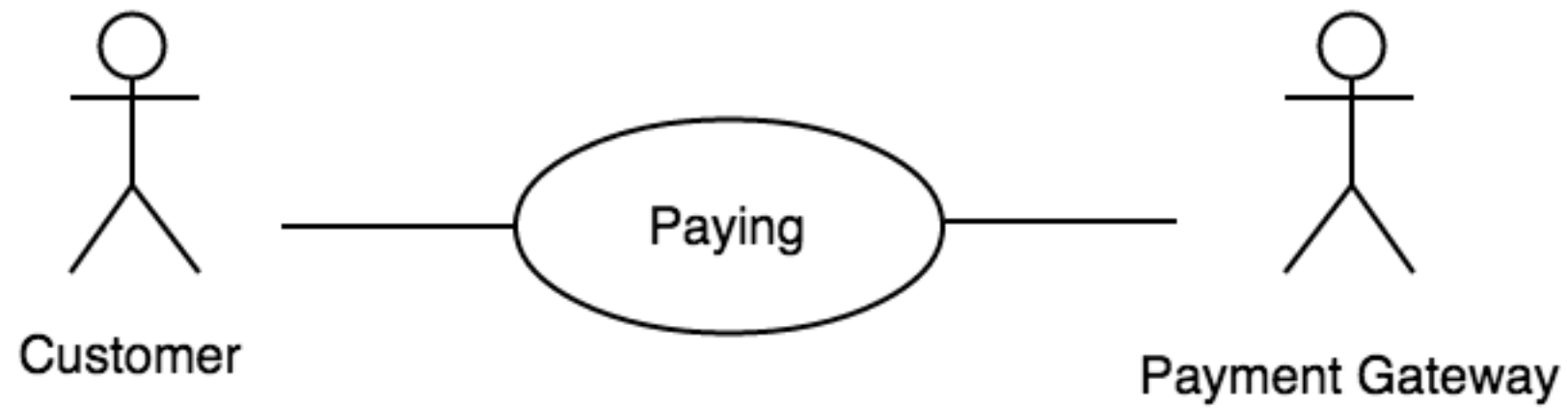
# Single Sign On

## Exception Flow

In Step 4, the system may find the informations invalid. In that case, the user will be required to repeat step 3 again until his/her information is valid.

Pre-Shipping

# Paying



# Paying

## Trigger

The order was created with default state “awaiting payment”.

## Pre-conditions

Before this use case can be initialized, the customer should signs in the Midway system (via SSO in taobao.com), then heads over to “My Orders”.

# Paying

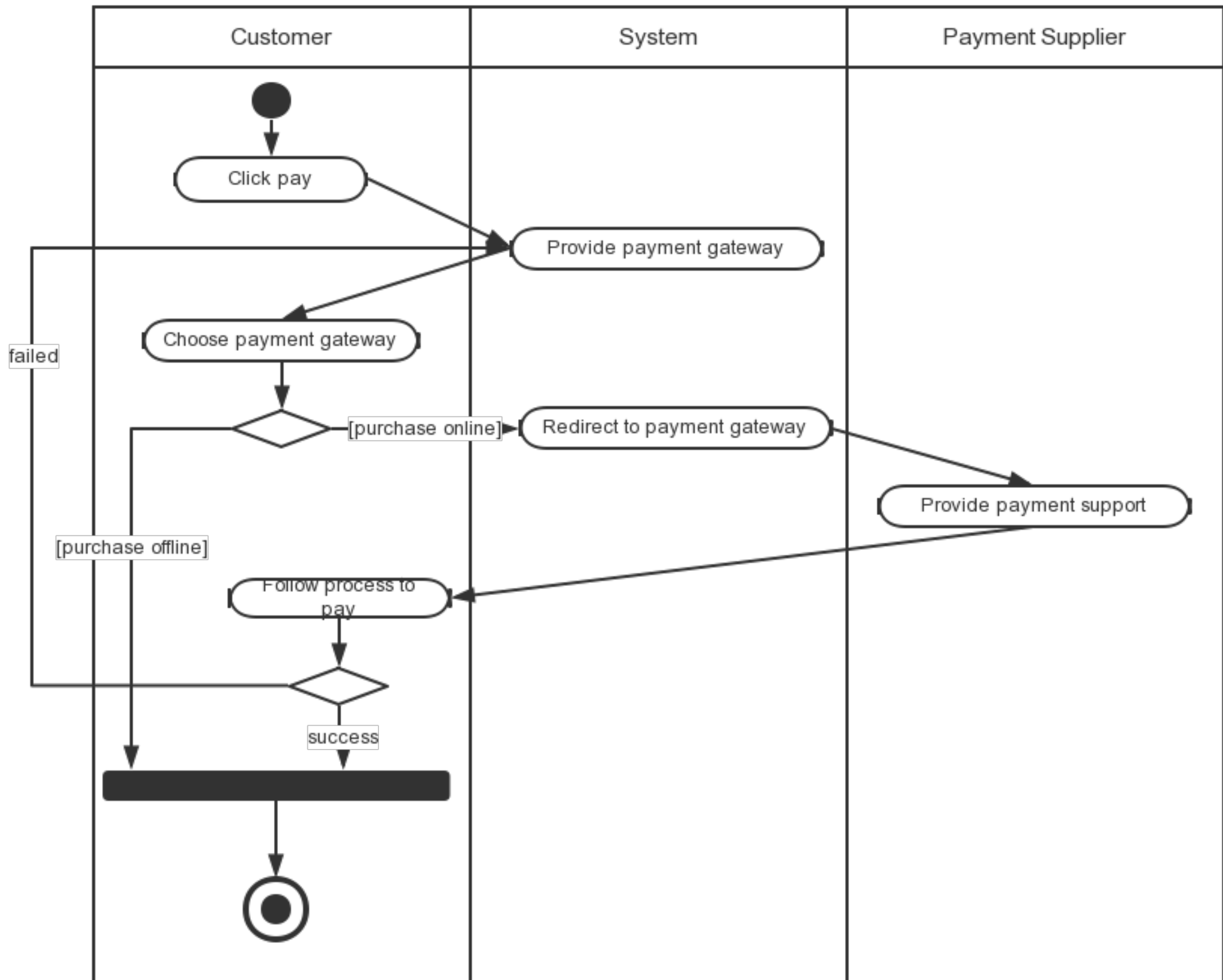
## Basic Flow

1. The customer clicks on the “Pay” button on one of the unpaid order.
2. The system lists all supported payment gateway.
3. The customer selects one payment gateway and click “Pay Now”.
4. The system **redirects** to the payment gateway.
5. The customer follows process provided in the payment gateway, and got **redirected** to the Midway system again.
6. The system **redirects** the customer to choose delivery destination.

# Paying

## Alternative Flow

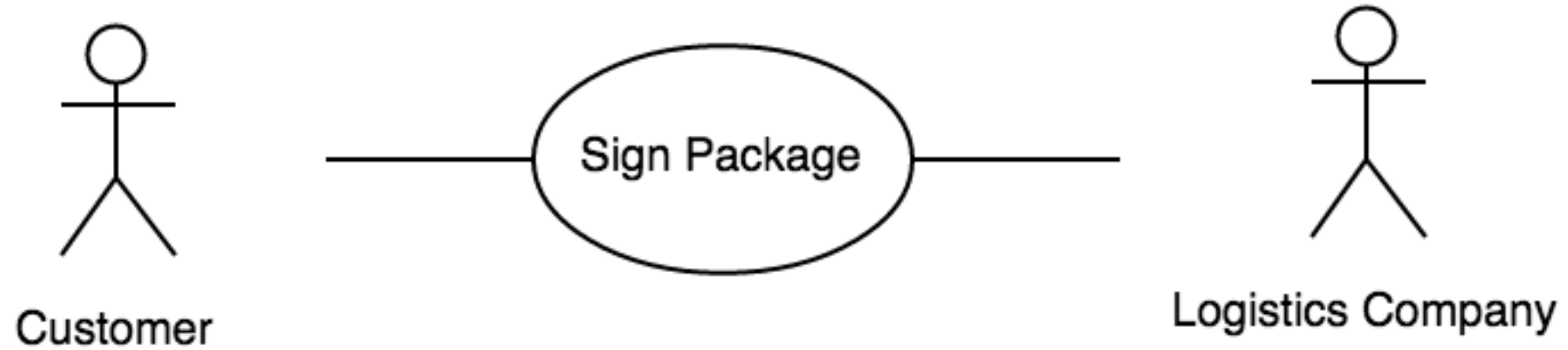
1. The customer chooses to purchase offline in step 2.
2. The system redirects the customer to choose delivery destination.





Shipping

# Sign Package



# Sign Package

## Trigger

The order is received.

## Pre-conditions

The customer should be satisfied with the product and willing to confirm the order.

# Sign Package

## Basic Flow

1. The customer leave a signature on the pad.
2. The logistics company's employee transfers the signature data to the server.
3. The order management sub-system records the signature data and change the status of the order to “Confirmed”.

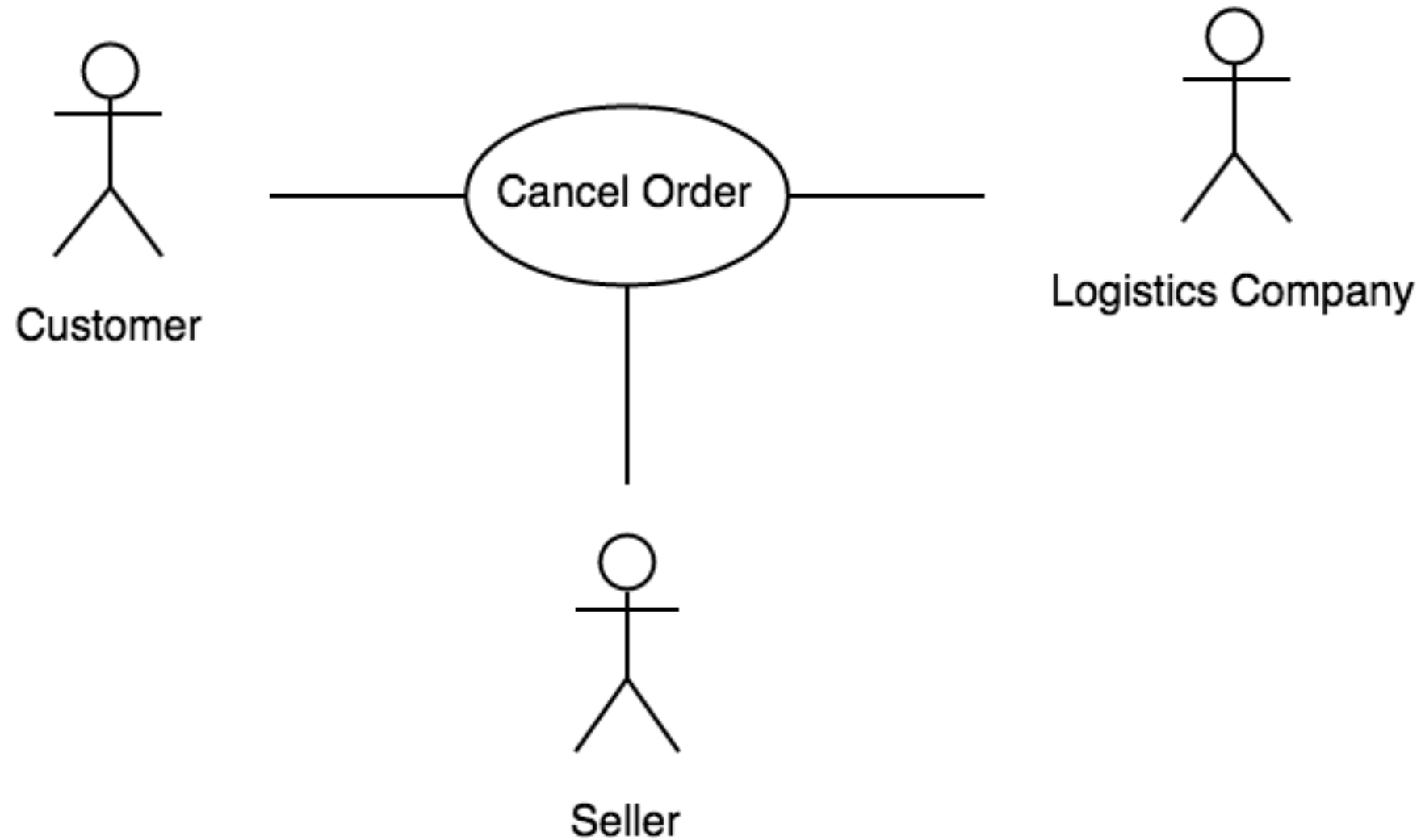
# Sign Package

## Exception Flow

Before step 1, the customer may find the package broken or damaged and want to return the package.

Post-Shipping

# Cancel Order



# Cancel Order

## Trigger

1. The package was damaged or lost.
2. The customer ordered the wrong product.

## Pre-conditions

Before this use case can be initialized, the customer should signs in the Midway system (via SSO in taobao.com), then heads over to “My Orders”.



# Cancel Order

## Basic Flow

1. The customer clicks the “Cancel order” button on the order he/she wants to cancel.
2. The system prompts if customer decided to cancel the order.
3. The customer chooses “yes”.
4. The order management system sends the customer's decision to the seller.

# Cancel Order

## Alternative Flow

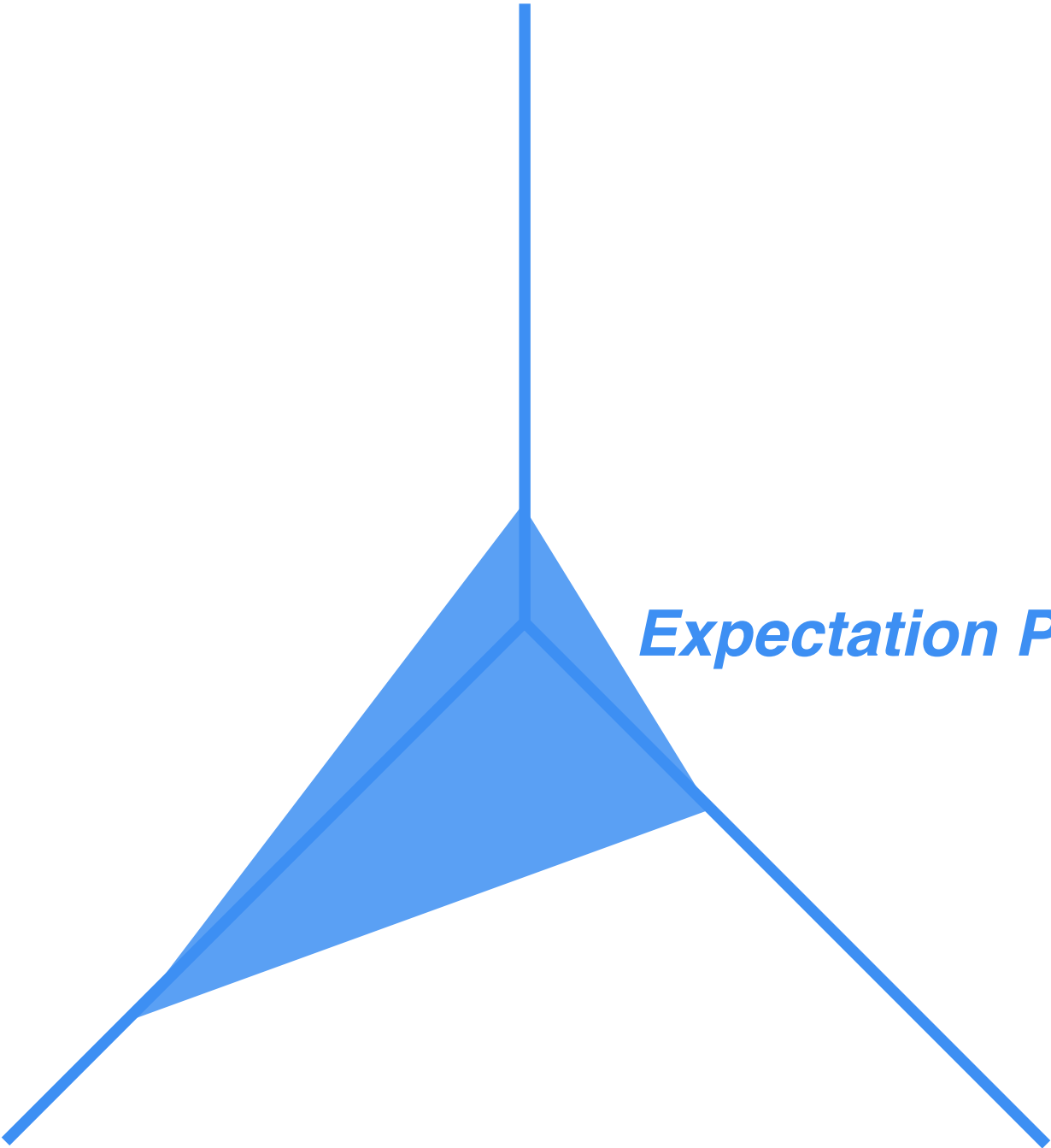
1. Before step 1, the system will send text message to inform user the process of cancelling order by text messaging.
2. The customer can cancel order by replying the system's text message.

Operational Excellence

*Expectation Plane*

Performance Superiority

Customer Intimacy



# Functional Req.

- Fully Responsive
- More ...

# Fulfilling Non-functional Req.

- Message Queue Based
- Cluster of Servers
- CDN
- Databases Concerns
- DRP

# Awesome Team

- 王笑盈
- 喻帅
- 陈薇伊
- 秦乙丹
- 王天霞
- 吴迪



# Midway

Q & A