

SaaSmile Plugin for eCommerce platform

1. Introduction and scope

SaaSmile [doos.me] is one of the leading logistics companies in KSA offering complete end-to-end logistics and supply chain solutions to their customers – both businesses and individual shoppers. SaaSmile aims to become the most preferred logistics service provider in Saudi Arabia.

Different logistics providers like UPS, Aramex, Thabit provide support to merchants to ship their products to their customers. To enable this delivery, the logistics providers offer plugins on eCommerce platforms e.g. Magento, Woocommerce, Shopify etc that allows merchants to book orders for shipment and fulfilment. These plugins are transparent to the users who use it as a part of their interface with their logistics providers.

This document specifies the requirements [business and technical] to develop a SaaSmile shipping plugin for the logistics providers whose customers use ecommerce platforms to sell their products. Merchants have to configure details for a specific logistic provider on their eCommerce site.

Note: If a merchant uses multiple logistics carriers [e.g DHL, Thabit, Sols etc] , then separate plugins have to be configured for each logistics carrier. These plugins will also print the AWB labels for tracking.

Levels of Access and Roles:

1. SaaSmile Admin (Doos.me)
2. Carrier Admin (Logistics/Carrier Partner)
3. Merchant Admin / Merchant User (ECommerce Business Owner)

This document discusses the requirements for the MAGENTO 2 platform only. It has been assumed that the requirements will be the same for the other ecommerce platforms.

Note: The development of the plugin in Magento 1 is frozen, as per the decision. The plugin development shall commence only on Magento 2 platform.

1.1 User Stories

XYZ Apparels uses Magento as its eCommerce platform. It uses 2 logistics providers - VPS and Yellowdart to fulfil customers' orders.

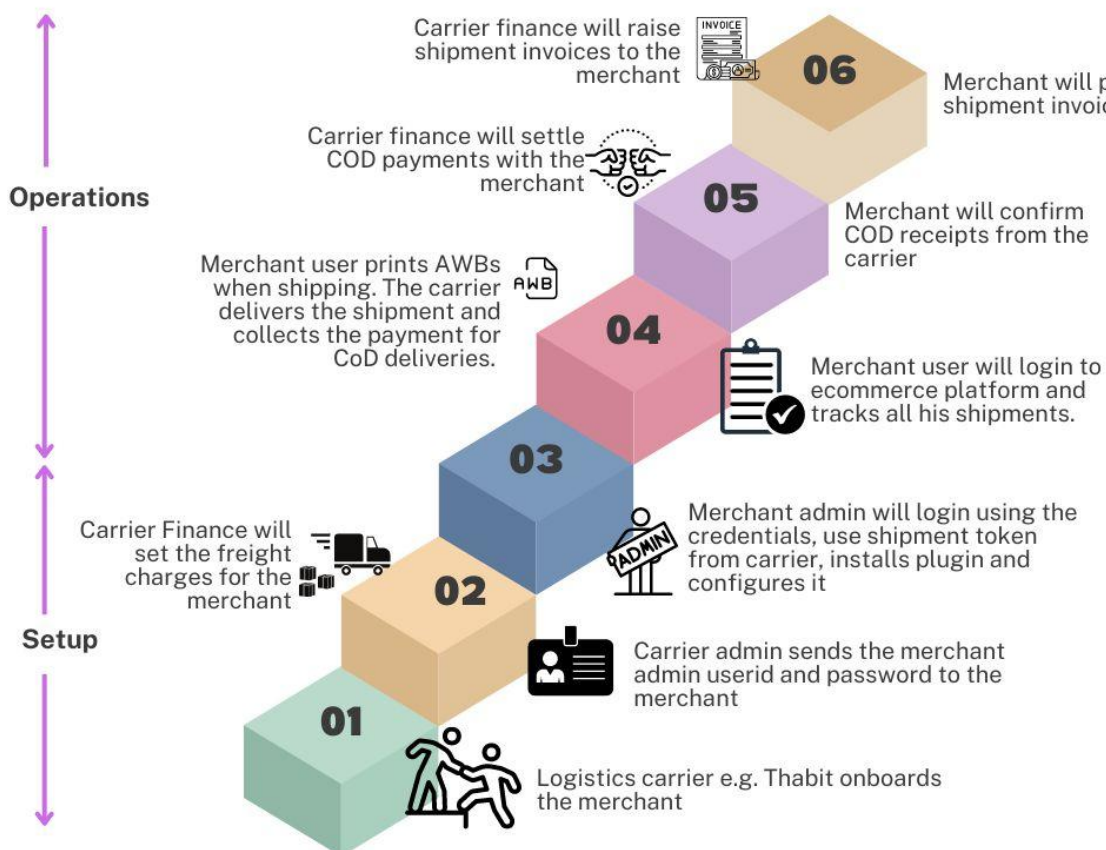
To enable XYZ Apparels ship their products to their end customers, logistics provider VPS has freight rates setup for XYZ apparels and also shares the user credentials with XYZ apparels.

Rita is the admin at XYZ Apparels. She configures the VPS plugin using the credentials provided by VPS. She also uses the same credentials to track orders shipped through VPS and check the CoD remittance from VPS.

Rita should also be able to create a manual AWB using the VPS plugin (If needed).

Harry is the admin at VPS. He wants to view and track all shipments from XYZ apparels through its Airway Bills (AWBs). He uses the dashboard on the SaaS Smile platform to view and track all AWBs. Either he or Bob, the carrier finance will validate the CoD collections from the customers and transfer the amount to XYZ apparels.

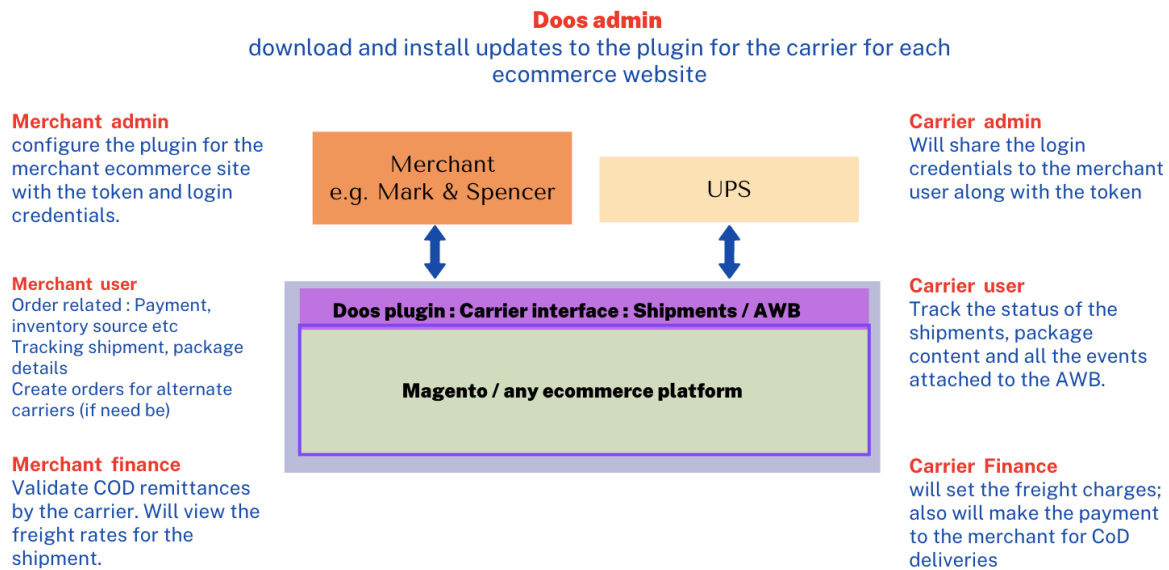
1.2 User Journey



For the current implementation the logistics carrier will only create one userid for a merchant.

The carrier admin shared the merchant's user id and the password through email. Generating a token out of these is a part of the plugin.

1.3 Role players in the SaaS Smile ecosystem



Roles at the merchant side i.e. merchant admin, merchant user and merchant finance are collapsed into 1 role in this implementation. Merchant users are users of Magento ecommerce site who will fulfil the order.

1.4 Prerequisites / Assumptions

- The merchant has specific credentials [viz userid, password] with each logistics carrier to send shipments to his customers.
- SaaS Smile shipping plugin will be available for each ecommerce platform and for each carrier. I.e. if SaaS Smile wants plugins for ecommerce websites [Magento, Woocommerce, Shopify, and Salla] and merchants use logistics carriers [UPS, Aramex, Thabit], a total of 12 plugins will be available.
Typically, merchants use only one ecommerce platform. Hence they need to configure plugins for only the carriers they use for that specific ecommerce platform.
- List of inventory locations for different products for the merchant is available and accessible for the Magento plugin
- The merchant's address is added as a part of the Magento plugin setup.

1.5 Terms:

RTO : Return to origin

COD : Cash on delivery

NDR: Non-delivery report

Shipping invoices: Invoices sent to the merchant by the carrier

Customer invoices: Invoices sent by the merchant to the customer

2.0 Plugin Requirements

2.1 Requirement 1: Download the **Magento plugin** for each carrier

The Merchant admin will download and install the **Magento shipping plugin** onto his ecommerce site.

The merchant will configure the plugin on his ecommerce site. He will use the credentials provided by the carrier to log into the plugin and activate the same. The merchant user must be able to complete this activity.

E.g. if the merchant uses the Magento platform and wants to use 2 logistics carriers [e.g. DHL and UPS], he has to download 2 plugins [one for each carrier].

Acceptance criteria

Magento plugin is available for each carrier and the merchant chooses the plugin for its specific ecommerce platform.

2.2 Requirement 2: The merchant details must be available in **Magento plugin** for straight-through processing

Details of the merchant [address, inventory locations, tax details, bank details etc] must be available in the plugin from SaaSml DB. Additionally, the merchant user must be able to add additional inventory locations.

An input screen should be made available to make this possible. The merchant must be able to complete this activity.

Acceptance criteria

Merchant details are available for access in the Magento plugin for straight-through processing.

2.3 Requirement 3: Get the shipment request token

On the ecommerce platform, the merchant will configure the Magento plugin. He will supply the carrier provided token or username/password credentials supplied to him.

When a merchant user books a shipment, the plugin will use the token to fetch the freight charges from the shipping carrier.

The token can be generated using the userid and the password supplied to the merchant. The shipment generated code should have an option for token refresh. If the token expires, there will be a notification to refresh or apply the token/credentials again. **This token will be available in the SaaSml database.**

Acceptance criteria

Shipment request token for a specific carrier for the transaction

2.4 Requirement 4: Create the AWB

When the order is placed by the merchant user, the plugin automatically pulls the order /shipping information to the plugin and assigns it to the carrier partner with AWB created.

2.5 Requirement 5: Selection of Inventory Locations

The plugin displays the inventory locations for the merchant and lists it for selection. The merchant selects the specific inventory location where the shipment has to be picked from. It displays the merchant's address as well.

The plugin sends these details to the carrier and receives the AWB# and labels for the shipment. These will be used to ship the physical item.

Acceptance criteria for Req 4 and 5

AWB# and the labels for shipment for shipping

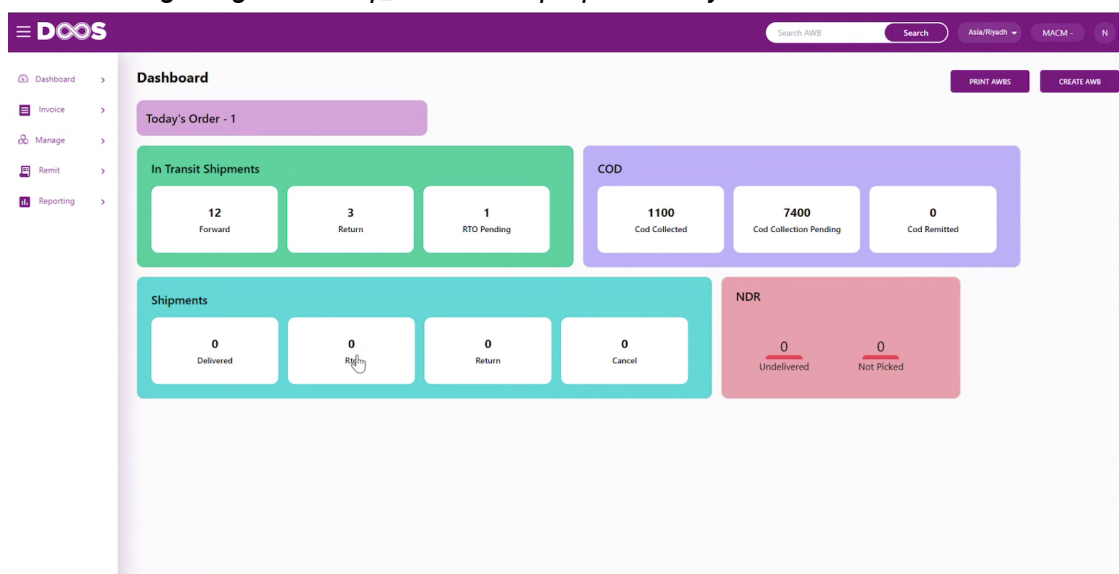
2.6 Requirement 6 : Enable a dashboard view of the shipment status

The merchant admin/user and carrier admin can view the shipment status of the assigned AWBs.

When the carrier admin uses the dashboard, he will filter the details based on the selected merchant for a specified time period.

There are 3 main groups for the shipments:

The following image is for representation purposes only.



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