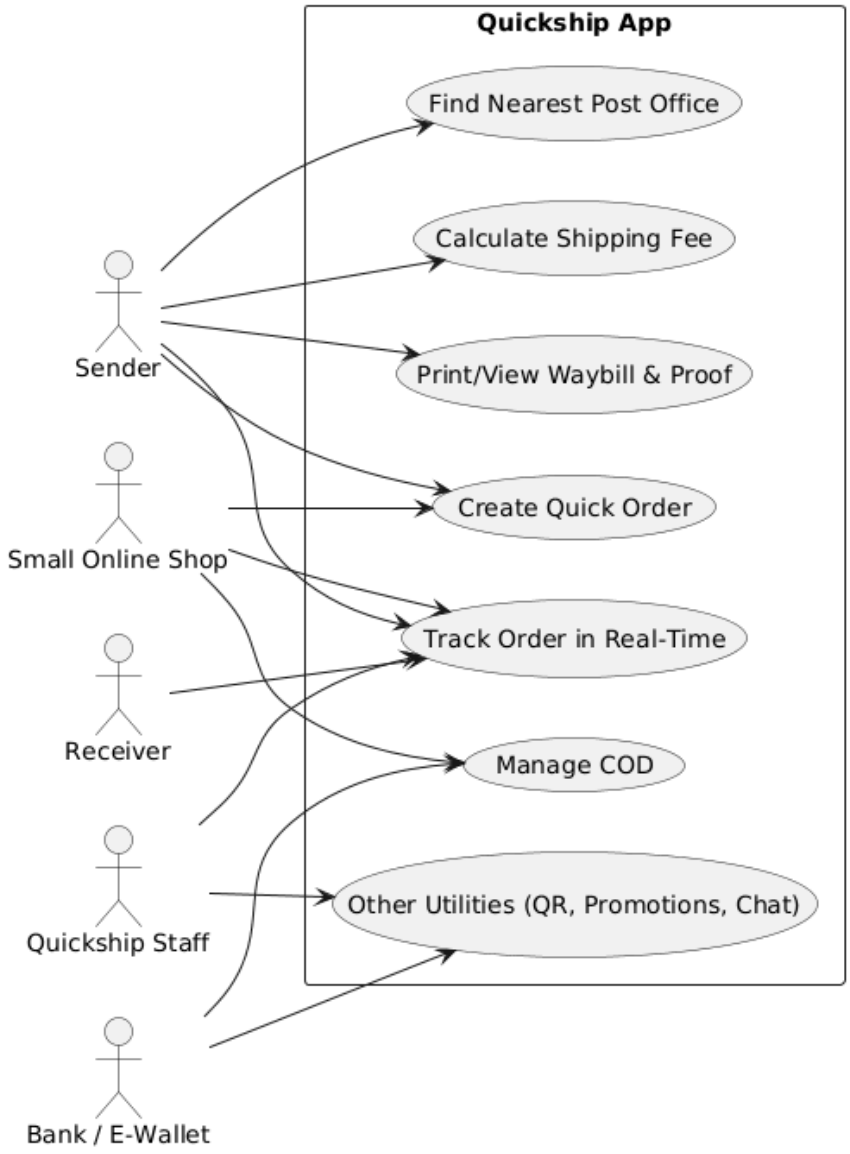
SRS for quickship – logistic management platform

1. Actors

Actor	Description	Related Use Cases
Sender (Individual)	Individual users send gifts, documents, and small goods to friends and family.	- Quick order creation - Calculate Charges - Order tracking - Find the nearest post office - Printing the waybill code
Shop online nhỏ	Shop owners sell online (Shopee, TikTok, Facebook…) in single quantities.	- Quick order creation - COD Management - Order tracking - Promotions - Freight payment
Receiver	Recipients of goods, gifts, documents.	- Realtime order tracking

Actor	Description	Related Use Cases
		- Receive status notifications - Scan QR to look up the application
Employees	Nhân viên hỗ trợ, xử lý đơn, giao hàng, chăm sóc khách hàng.	- Chat hỗ trợ trực tiếp - Cập nhật trạng thái đơn - Giải quyết khiếu nại
System	The platform provides services, data processing, billing, and COD management.	- Smart Order Creation - Calculate Charges - Order tracking - Dashboard COD - Promotions
Banking / E-wallet	Financial partners to withdraw COD or pay fees.	- COD (withdrawal) management - Freight payment

2. Use Case Diagram



3. Detailed Function Specification

📌 Use Case 1: Create an Order Quickly

Goal: Users create orders to send gifts/documents/small goods quickly.

Agent: Individual, small online shop.

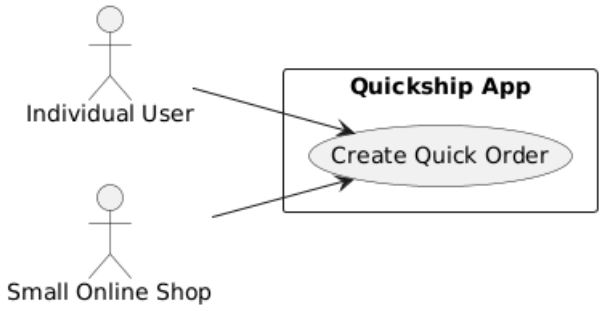
Prerequisite: The user opens the Viettel Post application.

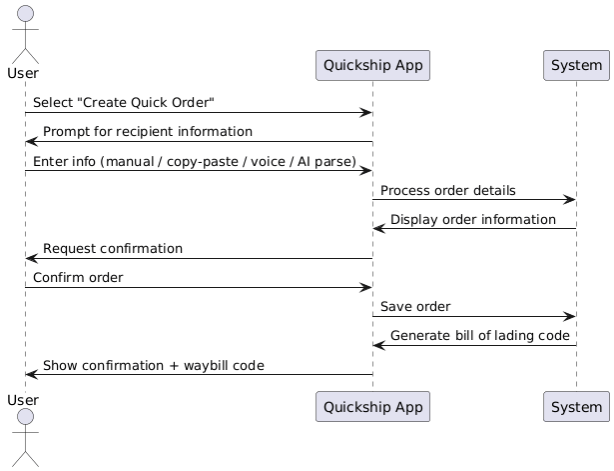
Main Stream:

1. **The user selects "Create Quick Order".**
2. **Enter recipient information in one of 4 ways: manual input, copy-paste, voice, or AI parse.**
3. **The system displays order information and requires confirmation.**
4. **The user confirms → the order is created.**

Sub-flows: Users can create test forms without logging in.

Expected result: The order is recorded and a bill of lading code is generated.





UseCase 1 **Operation Flow Diagram**

📌 Use Case 2: Charge Immediately

Objective: The user knows the cost and delivery time in advance.

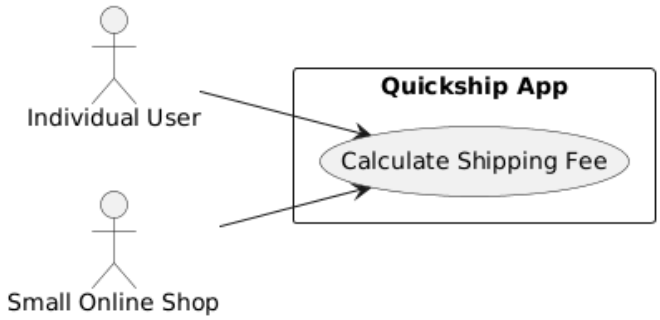
Agent: Individual, online shop.

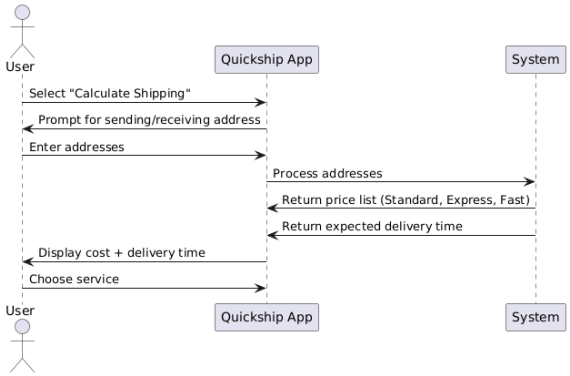
Prerequisites: The user enters the sending and receiving addresses.

Main Stream:

1. **The user selects "Calculate Shipping".**
2. **Enter the sending/receiving address.**
3. **The system displays the price list for the services: Standard, Express, Express.**
4. **The system displays the expected delivery time.**

Expected result: The user chooses the right service and knows the cost before submitting.





UseCase 2 **Operation Flow Diagram Use Case 2**

📌 Use Case 3: Realtime Order Tracking

Goal: Users monitor order status at all times.

Agent: Sender, receiver.

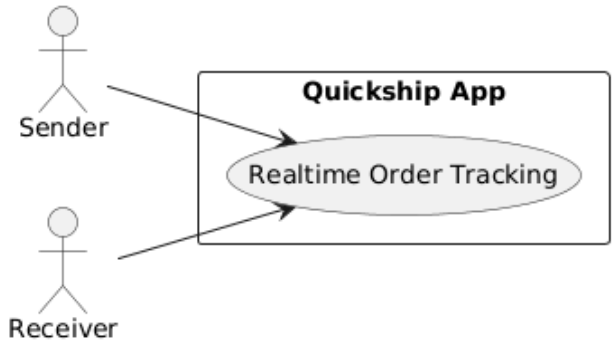
Prerequisite: Have a bill of lading code.

Main Stream:

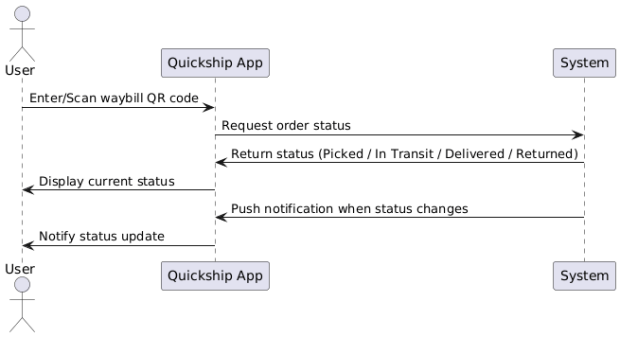
1. **Users enter or scan the waybill QR code.**
2. **The system displays the status: Picked → In Transit → Delivered/Returned.**

3. **The user receives a push notification when the status changes.**

Expected results: Users know the delivery progress.



Usecase 3



Flow Diagram Usecase 3

📌 Use Case 4: COD Money Management

Goal: Small shops manage collecting money easily.

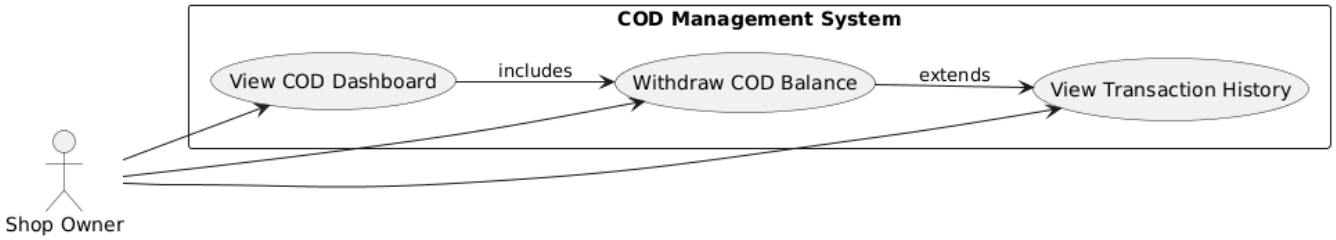
Agent: Shop online.

Prerequisite: Have a COD order.

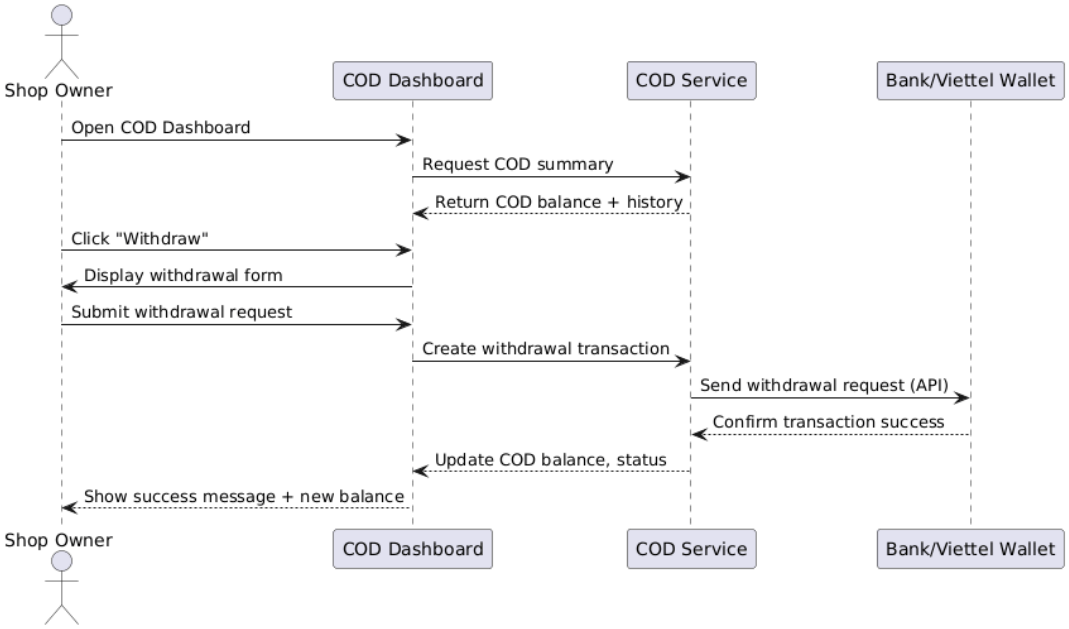
Main Stream:

1. **The user opens the COD dashboard.**
2. **See how much COD is waiting to arrive.**
3. **Make a withdrawal to the bank or Viettel Post wallet.**
4. **View COD trading history.**

Expected outcome: Shop controls cash flow transparently.



Use Case 4



Flow Diagram Use Case 4

📌 Use Case 5: Find the nearest shipping point/post office

Target: The user finds a nearby post office to ship the goods.

Agent: Individual, online shop.

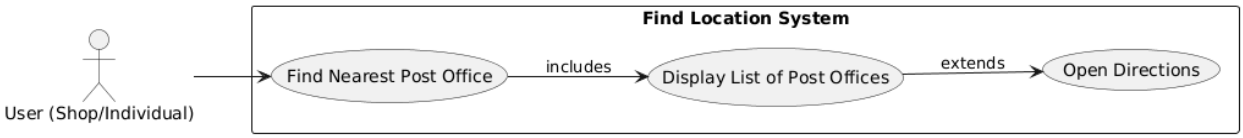
Prerequisite: Location enabled by the user.

Main Stream:

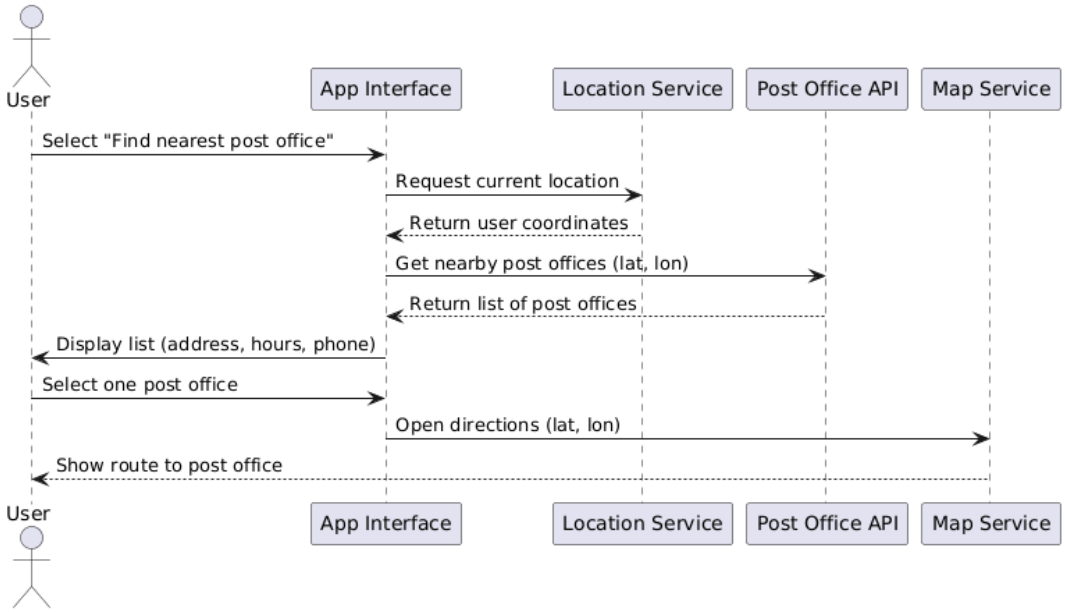
1. **The user selects "Find the nearest post office".**

2. **The system displays a list of post offices with addresses, working hours, phone numbers.**
3. **The user selects the post office → opens directions.**

Expected result: Users save on pickup fees.



Use Case 5



Flow diagram Use Case 5

📌 Use Case 6: Print/view bill of lading code & take photos of documents

Objective: The sender has proof of sending high-value goods.

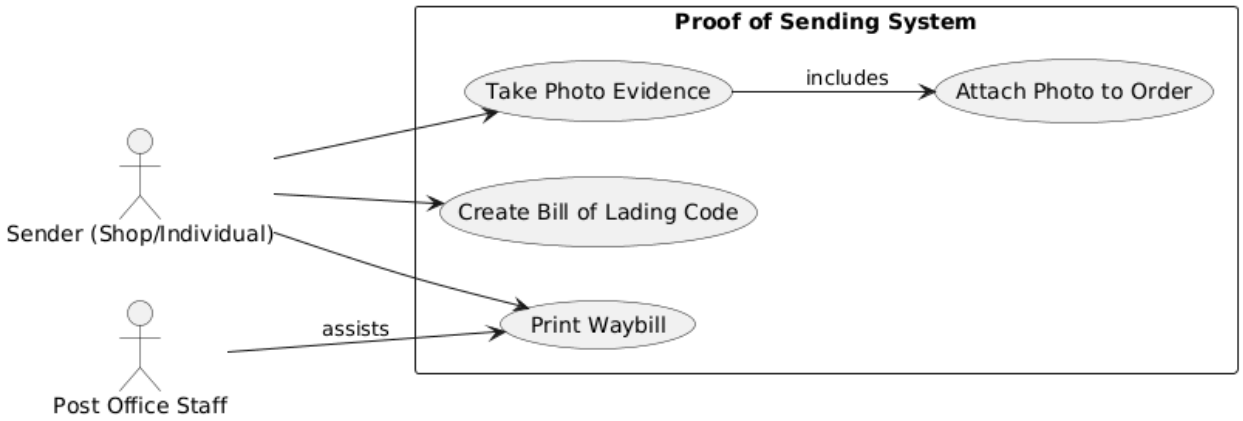
Agent: Individual, online shop.

Prerequisite: Created order.

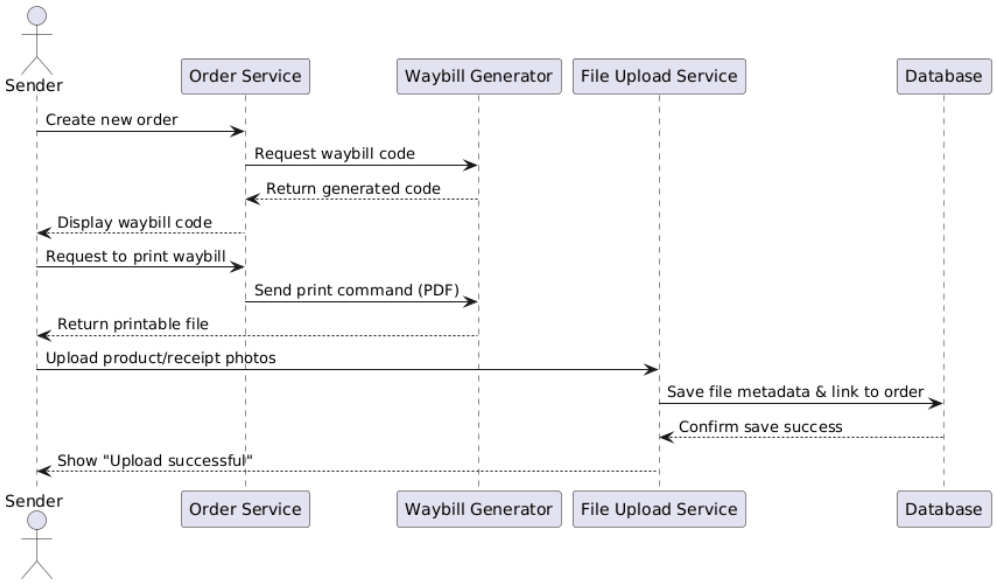
Main Stream:

1. **The user creates a bill of lading code.**
2. **Print the waybill code at home or post office.**
3. **Take a photo of the product/receipt.**

Expected outcome: There is evidence to handle the dispute.



Use Case 6



Flow diagram Use Case 6

📌 Use Case 7: Other utilities

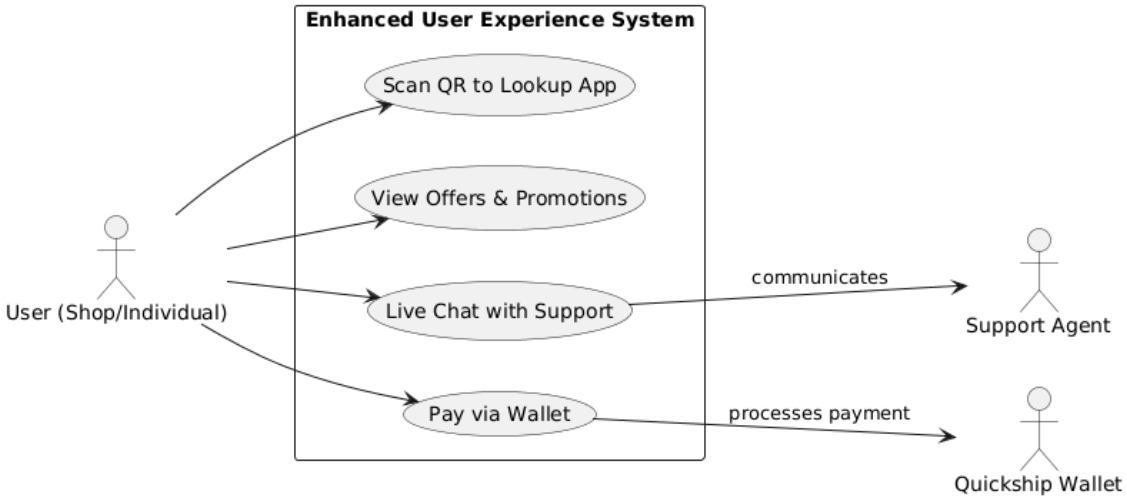
Goal: Users have a more convenient experience.

Agent: Individual, online shop.

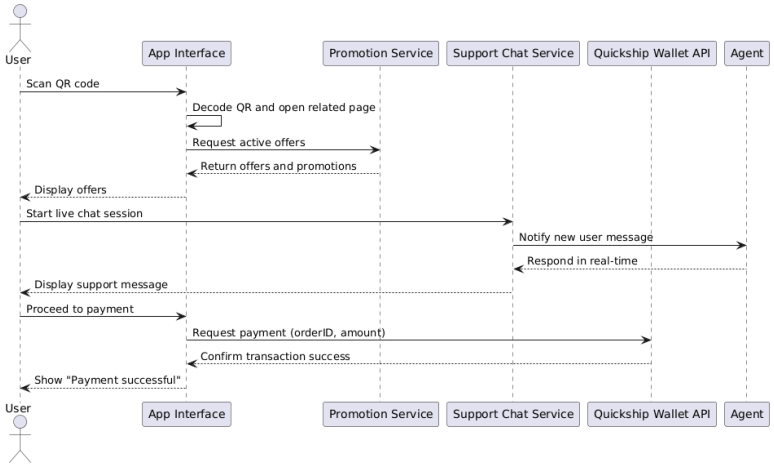
Main Stream:

1. **Scan the QR to quickly look up the application.**
2. **View offers and promotions.**
3. **Live chat with a support agent.**
4. **Pay the fee via Viettel Post wallet.**

Expected result: Users save time and money.



Use Case 7



Flow Diagram Use Case 7

4. Non-functional Requirements

1. **Usability:** The Driver's interface must have a large button, easy to operate with one hand on the phone.
2. **Performance: The** response time when updating the status is no more than 2 seconds.
3. **Security:** * Drivers do not have the right to delete orders or view other drivers' orders.
    1. Customers can only view order information when they have the correct Tracking ID.

5. Access Control Matrix

Function	**Admin**	**Driver**	**Customer**
Create/Delete Orders	x		
Assign a driver	x		
View all orders	x		
View assigned orders		x	
Single Status Updates		x	
Tracking ID Lookup	x	x	x