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ShipSmart SRS Document

Version 2.0

Course: CSIT 515-01: Software engineering & Reliability

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# **Introduction**

## **1.1 Project Goals**

ShipSmart software will be an operation-management tool which will be built to meet industry-specific needs for domestic and cross-border logistics. ‘Software Chasers’ will develop a single system for the company to meet its operations, accounting, visibility and tracking, connectivity and compliance needs. It will also provide a solution to an end-to-end supply chain management for logistics.

## **1.2 Project Purpose**

Software Chasers will develop a system that will help the PATCO Shipping company to manage the company’s shipping operation end to end. This system will help PATCO to attract new clients as well as maintain a good retention rate. The goal of Software Chasers is to create a software for the client.

## **1.3 purpose of current document**

This SRS document specifies all the functional and non-functional requirements that will be included in ShipSmart System. Only the mentioned specifications in this document will be included in ShipSmart System.

# **Functional Requirements**

## **3.1 Real-Time Order Tracking**

ShipSmart will allow senders and receivers to track where the shipment is at all times. All customers would need to enter the shipment tracking number to see the shipment progress. ShipSmart will reduce the risks of accidental delays or losing shipments.

## **3.2 Cost and Time Calculations/ Online Calculator**

The ShipSmart will inform customers about the estimated delivery time so they will know when to expect delivery of the shipped package. Calculating the transportation costs (based on the weight, distance, country, and other factors that will be using logistics business model) will be easier and more predictable.

## **3.3 Book Shipment Online**

ShipSmart design will enable clients to book their shipment 24/7 from any device by completing the simple form. The Software Chasers will also centralize order and billing management dashboard for admins with all the shipment details of the order, which will greatly improve PATCO’s operational efficiency.

## **3.4 International shipping**

ShipSmart software will handle both shipping to and shipping from other countries around the world. ShipSmart will allow to produce customs-related documents including certificate of origin, commercial invoices and shipper export declaration.

## **3.5 Secure Online Payment Gateway**

ShipSmart to be developed for PATCO by the Software Chasers will give the customers an option to pay for the logistics services directly on the software. So, ShipSmart will provide a secure payment gateway. ShipSmart will offer multiple payment options so customers will choose based on their preferences.

## **3.6 Tech Support**

The Software Chases will provide technical support to the customers so the customer will be able to contact the tech support by filling simple form. ShipSmart system will display the messages, suggestions, complains send by users to PATCO based on priority by selecting the option from dropdown list.

## **3.7 Reviews and Feedbacks**

ShipSmart will allow to customer to provide feedbacks and ratings. So potential customers will know they can entrust their freight to someone reliable. Feedbacks, stars, awards, certificates, and similar elements that enhance your reputation should be placed on the main page of your transport and logistics company website.

## **3.8 Audit Report**

ShipSmart will allow PATCO employee and admins to download audit report. This will allow PATCO to enhance the performance.

## **3.9 Deals and Coupons**

ShipSmart will create a simple form which will allow PATCO employees to create the deals and coupons to send to the listed customer via email and mobile notifications.

# **Non-Functional Requirements**

## **4.1 Mobile Browsing**

It is crucial to create a logistics software with full mobile compatibility. Software Chasers will make sure that web pages can be viewed and used conveniently from any device. Buttons, forms, shipment tracking features — everything will be well-positioned and *easy* to click on.

## **4.2 Usability for Non tech-savvy Users**

For users who are not familiar with online ordering or rarely use the Internet services. ShipSmart will make it straightforward and intuitive as to what steps are required. Simple interface, the right element order, prominent buttons and many other [User experience & User interface design](https://internetdevels.com/services/web-design) will make this mission complete.

## **4.3 Page Loading Time**

All pages will load quickly. ShipSmart will display a shipping icon as page loading effects.

## **4.4 Social Share Buttons**

ShipSmart will link PATCO social media to the software so the users will easily follow PATCO by using these links.

## **4.5 Compatibility**

ShipSmart System will work on desktops, tables and smartphones that operate on android, windows and ios. ShipSmart will operate on said devices without omitting any of the system’s pages component.

## **4.6 Security**

* All payments gateways will be deployed in secure channels.
* Passwords in database will be encrypted.
* Users Profile information will remain private.

## **4.7 Availability**

* ShipSmart system will be available at any given day and time except (from 6 AM – 9 AM every Saturday) for maintenance.
* The system will be available to any user with an Internet connection and PC/laptop/Mobile device.

## **4.8 Troubleshooting**

Software Chaser offers troubleshooting and maintenance period of six months free of charge. Any training, troubleshooting or maintenance requested by the client after the free of charge specified period will add additional cost of $50 per hour for each technical support personal.

# **User characteristics**

## **5.1 Admin**

There will be a class of users called admin that will have permissions to access all functionality of the ShipSmart software, including:

* Creating Shipment labels.
* Creating deals and coupons.
* Managing Customers orders.
* Coordinating the processing of incoming shipments
* Packaging of outgoing shipments
* Audit Financial reports.
* Prepare shipping documents like invoices, purchase orders and bills.

## **5.2 Standard User**

and Standard users will have access to all functionality of the app except those listed above.

# **Constraints**

* Software Chasers promise to deliver a quality product to the client. However, Software Chasers doesn't not promise to deliver all requirements as part of the agreement due to time constraints.
* Software Chasers will do its best to meet all requirements based on priority of the functionality. Software Chasers will assume full responsibility of developing the ShipSmart software until delivery of the product.

## **Maintenance and Support**

* Software Chasers will provide free maintenance and upkeep of the software up to 3 months post-delivery of the product.
* After the 3 months, PATCO will hold full responsibility for maintaining the ShipSmart.

# **7.Assumptions and Dependencies**

* All manufacturing and deployment costs of the system will be covered by PATCO shipping company.
* The timeframe for developing of the system is 90 days.
* The fixed-fee proposal for the software will be an estimated $20000 dollars where the price might change depending on any change request from the client. The requirements budget will be discussed with the client before any changes made.
* These estimations were developed based on the client’s requirements elicitation.