

Courier Delivery System Documentation - DELIVERY

Order Details

Each order has the following fields:

- **Order Number:** A unique identifier.
 - **Order Date:** The date when the order is placed.
 - **Expected Delivery Date:** The estimated delivery date.
 - **Amount Charged:** Total price for the delivery.
 - **Mode of Payment:** Payment method (e.g., credit card, PayPal).
 - **Customer Email:** The customer's email.
 - **Sender's Address:** Address from which the parcel is shipped.
 - **Receiver's Address:** Delivery address.
 - **Order Status:** Current status (e.g., "Pending", "Shipped").
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Customer Details

Each customer includes:

- **Name:** Customer's full name.
 - **Email:** Unique, non-modifiable email.
 - **Address:** Customer's address.
 - **Phone Number:** Contact number.
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Functionalities

- **Order Cancellation:** Only within 24 hours of placement, status updated to "Cancelled".
 - **Refund Policy:** Provided if cancelled within 24 hours.
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Customer Service Actions

- **View Order:** Agents can retrieve and view any order.
 - **Update Customer Information:** Agents can update the name, address, and phone number, but not the email or password.
 - **Place Order for Customer:** Agents can place orders, instructing customers to drop off items.
 - **Cancel Order:** Can cancel orders within 24 hours.
 - **Refund:** Processed only for cancellations within 24 hours.
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Order Workflow

1. **Place Order:** Order details are entered, including addresses and payment mode. A unique order number is generated.
 2. **Order Modification:** Receiver's address can be updated within 1 day, adjusting delivery date.
 3. **Order Cancellation:** Orders cancelled within 24 hours will be marked as "Cancelled" and are eligible for refunds.
 4. **Order Tracking:** Track order status and delivery progress.
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Geographical Limitations

- **Delivery Area:** Canada only.
- **International Shipping:** Not supported.

Limitations

- **Cancellation Time:** Only within 24 hours.
- **Address Modification:** Only within 1 day of order placement.
- **Non-Modifiable Info:** Email and password cannot be changed by agents.
- **Refunds:** Only applicable for cancellations within 24 hours.