# Technical practice (scope management)

## 1. Project Charter

This Package Delivery Application System is built for some logistics companies in China who delivers the products to customers home. For example, the logistics company contracting with TaoBao need to use this system. In this system, the user will be the postman and the dispatcher of the logistics company, and the customers who buy the goods. For postman: first, postman get the goods list from the system. And check it to find if there have something which was damaged or lost .And postman will communicate to the customer to refund or replace the goods. Then postman will send message to the other customer to confirm the way and time to sign. and postman deliver the goods to the customer at the appointment time, and ask the customer to pay(if needed),and sign by iPad. After the delivering, update the tracking state, and finish the work. For customer: When customers submit orders, the customer should select the shipping address and the way of payment. When package during delivery, the customer can check the logistics information of the package via our systems .Before sending, the postman will negotiate with customers and reach an agreement to deliver the package .The customer can choose electronic counter-sign or Fingerprint to sign.(may be the customer need proxy to sign off).Receive the goods within a month, if the customer is not satisfied with the goods he/she can use the function of return service. The customer is required to Registered in the system to complete the return process according to the specified process. For Dispatcher: need to confirm the goods, send the products to the next station, and then update goods status.

#### 2. Project Scope

#### 2.1 Mobile Client

2.1.1 Home page

User can get newest information of this app

2.1.2 Delivery page

User can search for orders in this page on the right, there are some simple information of the order and you can click it to details page. And on second page we can see all the orders divided by the status finished or unfinished.

2.1.3 Sign Page

Customers and postman can find the tracking information form the first page, they will know where package is and who has it.

2.1.4 Back Change page

When customers are unsatisfied with the package they can return it by selecting the reason and writing some further information in the note. And click the button. System will handle this application. And when the package is damaged or lost during the delivering, postman can submit an application to system.

2.1.5 Trace Page

And when customers receive their package they can sign their digital signatures on the other page and if necessary they can also input their fingerprints to the system. After all these processors they can complete this model.

#### 2.2 Back Server

Do all the business logic , and can handle tremendous data volume daily. And the database should be distributed

#### 3. Project Deliverables

3.1 Android/IOS Client

3.2 Back Server

#### 3. Project Development Period

Development cycle is tow month after the contract is signed. One month of testing after development. The project will release after test.

#### 4. System Environment

Software: iOS, android client, Web, Oracle database, Hadoop

Hardware: Server, Sensor