Laap Roadmap - 2023

Overview

As we move upwards of 10% OC, the laap product roadmap and goals will focus on 3 key objective -

1. De-risking

   We currently operate only 1 orchestration layer through which we plan to operate 30% OC by diwali. This becomes a single point of failure for the entire LaaP network hence de-risking this node by a secondary orchestration layer is a must. Similarly, we will have to increase our optionality in the ops tech level by integrating with (current) Fareye and possibly a 4th ops tech partner.

2. Scalability

   With scale, LaaP poses many challenges and requirement on the tech and product front. For instance, in the Phase 1 before diwali, creating auto DML is a must to solve for PDD, Capacity and serviceability issues while also increasing the overall OC ceiling limit to upwards of 20%. The expansion plan also looks at multiple new supply chains (AABA, ABC etc) which require builds at both ops tech and orch layer level to support these combinations. Finally, in the last year, we had taken some calls keeping speed over perfection in mind and only focused on absolute P0s which would help us reach the 10% target. Now that the POC construct of LaaP is over, we need to focus on building LaaP with more water tight features like retry mechanisms, state machine, downstream error callbacks etc. , all of which will be critical as we move towards a 30% OC target.

3. Pricing

   Laap currently only runs on forward and RTO orders. Incorporating Returns as an additional supply chain journey proves to be immensely price effective. Returns on LaaP, even in the most conservative state proves to be 30% cheaper than non LaaP orders. Building returns as a new feature in LaaP will require, builds across Meesho, orch layer and the multiple ops tech layers as well.

Goal bucket		Feature	Brief summary/details
Scalability	10	Downstream error dashboard	Dashboard to give transparancy and manually retry the booking post exponential retry for downstream manifestations.
		Auto DML v1	• PDD check • Capacity check • Near real time serviceability check • Reduction in manual uploads to increase 20%+ OC • Centralising the inputs to DML • Solve for new lanes (ABA, ABC, ABCD)
		Trip creation API	Single API for trip creation to correctly map bags and shipments to a singular trip ID. Integration with orch layer for both functionalities - Creation and information receivables.
		Auto cancellation for downstream errors	Certain orders are stuck in limbo and need to be cancelled and re-manifested on non-laaP supply chains. This feature will encompass builds around auto cancellation and re-manifestations.
		Near real time serviceability infra on ops tech + Auto DML	To reduce serviceability errors during manifestations, we want to incorporate a serviceability layer pre DML creation which will inhibit all non serviceable orders to be sent to the orch layer thereby reducing downstream issues.

		ops tech + Auto DML	be sent to the orch layer thereby reducing downstream issues.
		Load testing - • Manifestation • Scan webhooks	Load testing across not just order creation but also webhook for all scans across the order journey.
		Booking retry architecture	Retry mechanism for errors like timeout, socket errors, booking not processed.
		QR code for Label AWB	Replacing AWB barcode with QR code to increase operational smoothness and reduce scanning time.
		Challan correct seller mapping for beta lane	Sending correct sender and receiver details in beta lanes to L2, L3 ops tech to mitigate compliance issues in the long run.
		Label reprinting	Reprinting of challans at ops tech level.
De-risking	2	Ops Tech 4	Integrating another ops tech player
		Orch layer in house	In House Orchestration layer for order creation, updation and standardisation while having dashboards for monitoring, manual retry, cancellation etc.
Pricing	1	Returns infrastructure on LaaP	Including seller enablement and other support related flows

Detailed task list

Layer		Name	Priority	Status	End date	Owner	R
Meesho	18	Auto DML tech solutioning	P0	In product solutioning	4/9/2023	@Aakash Khatri	P L c
		Scan misses RCA	P0	Ongoing		@akshat.jain@meesho.com @Sevati Bhawnani	D h n n F
		E2E encryption and	P1	Ongoing		● Shreya Choudhary	F

Task	Priority	Status	Date	Owner	Details
E2E encryption and protocols	P1	Ongoing		🟢 Shreya Choudhary	
Single pincode multiple FM partners	P0	Ongoing		@Sevati Bhawnani	
Scan misses dashboards	P0	Product solutioning		@akshat.jain@meesho.com	
Scan adherence views to be shared with Ops tech	P0	Ongoing		@akshat.jain@meesho.com	
Alerting mechansim	P1	Ongoing		@akshat.jain@meesho.com	
Returns allocation engine logic changes for Laap	P0	Tech Development		@Anubhav Gaba	
Label QR code	P0	Product solutioning		@Sevati Bhawnani @akshat.jain@meesho.com	
ABA testing on LS	P0	Done		@Shreya Choudhary @Sevati Bhawnani	
Removing LS manifestation to CP	P0	Done		@Aakash Khatri	
RAD scan mapping on DTDC	P0	Done	3/28/2023	@Ashish kumar sharma	
New scan mapping	P0	Done		@Sevati Bhawnani @Shreya Choudhary	
Finance dashboards for billing	P0	Done		@akshat.jain@meesho.com	
Dashboard- RTO scan adherence	P0	Done		@akshat.jain@meesho.com @Shreya Choudhary @Sevati Bhawnani	
Label mismatch issue	P1	Done		🟢 Shreya Choudhary	
Challan correct seller mapping for beta lane	P3	Yet to start		@Sevati Bhawnani	
Serviceability infrastructure	P3	Yet to start		@Shreya Choudhary	

		Serviceability Infrastructure mapping to Auto DML	P0	Yet to start	@Shreya Choudhary	
Ops tech	18	Trip API	P0	Done	@Shreya Choudhary	L E F
		Returns features build	P0	Tech Development	@Anubhav Gaba	E C L
		IP Whitelisting on Ops tech	P1	Ongoing	@Shreya Choudhary	S L F
		FE identifier fields in Metabase *Integrate with DS risk models for better prediction/feedback loop for fraud MO prevention*	P1	Done	@Shreya Choudhary	D F – k D p e
		Logging of all access to PII on web and mobile applications.	P0	Done	@Shreya Choudhary	C L iₙ F v
		New scan mapping	P0	Done	@Shreya Choudhary	N s
		Masking of customer PII across all ops tech	P0	Done	@Shreya Choudhary	C F c c a iₙ
		Call masking/ calling tool integration at LM Hubs	P0	Done	@Shreya Choudhary	E L F
		PII security - E2E encryption and protocols	P1	Ongoing	@Shreya Choudhary	D S
		Scan misses solution implementation at ops tech	P0	Ongoing	@Shreya Choudhary	
		Loss marking	P1	Product solutioning	@Shreya Choudhary	
		New fields to be added in scans	P1	Done	@Shreya Choudhary	L F
		POD- pay on delivery	P1	Product solutioning	@Shreya Choudhary	R c s
		RTO_delivered (Tampered	P1	Yet to start	@Shreya Choudhary	

		remark)				
		Auto DML Changes	?			
		Serviceability infrastructure	P2	Yet to start	@Shreya Choudhary	V
		Manifestation error callback API integration	P3	Yet to start	@Shreya Choudhary	
		Shipsy integration as 4th ops tech	P3	Product solutioning	@Shreya Choudhary @Aakash Khatri	P
Orch layer - Shipsy	15	Returns allocation engine for LaaP	P0	Tech Dev	@Anubhav Gaba	T
		Loss marking	P0	Yet to start	@Sevati Bhawnani	C
		Trip API	P0	Done	@Sevati Bhawnani	T
		RTO_delivered (Tampered/Intact remark)	P1	Tech Dev	@Anubhav Gaba @Sevati Bhawnani	I c 1
		New fields to be added in scans	P1	Ongoing	@Sevati Bhawnani	F c
		3 partner lane issues	P1	Yet to start	@Sevati Bhawnani	C
		PII security - masking and logging	P1	Yet to start	@Sevati Bhawnani	T
		IP Whitelisting on Ops tech	P2	Ongoing	@Shreya Choudhary	F
		Auto DML Changes	?			
		New scan mapping	P0	Done	@Sevati Bhawnani	N s
		Downstream error dashboard	P1		@akshat.jain@meesho.com	
		Webhook adherence reports on Ops tech perf (Weekly and Historically)			@akshat.jain@meesho.com	I
		E2E encryption and protocols	P2	Yet to start	@Sevati Bhawnani	
		Manifestation error callback API integration and logics	P2	Yet to start	@Aakash Khatri @Sevati Bhawnani	
		Shipsy integration as 4th ops tech	P3	Yet to start	@Aakash Khatri @Sevati Bhawnani	