Delivery Appointment System for Harvey Norman v2

Context

Staff in Harvey Norman outlets assists customers in making a delivery of the products they bought. Currently, the sales staffs need to call a central operator to check if a certain delivery slot is available. This can lead to waiting time for the customer and time waste for the staff as well, especially when the central operator is engaged.

Opportunity

By replacing the booking-by-phone system to a web based system staff can allow staff to quicker see which delivery slots are available. Delivery slots can be booked and confirmed immediately. Customer address information can be entered by the customer into the system directly reducing the chance of errors.

Requirements

You need to develop 3 web interfaces, one for retail service (in retail stall, user) and one for central operator (planning) and one for user management.

- Retail Service
    - o User enter address and name information
    - o User can select a delivery slot between the next day and 2 weeks in the future
    - o User can select morning, afternoon or evening timeslot
    - o For all these activities they need to be logged in (username + password)
    - o Users have to be able to reset their password
- Central Operator
    - o Central operator can see all current bookings
    - o Real time updates are provided if new timeslots are booked
    - o Central operator can confirm deliveries and assign them to drivers
    - o Central operator can create deliveries
    - o Customers receive SMS/email when delivery is confirmed (add-on)
    - o Central Operator can set number of available delivery slots for current and future timeslots per zone
    - o Central Operator can the range of postal codes per zone.
    - o Download a day's allocation to Excel spreadsheet (all deliveries / deliveries per driver)
- User Management
    - o Admin can create, edit and delete users
    - o Admin can create, edit and delete retail staff / drivers
    - o Admin can create, edit and delete retail outlets
    - o Retail staff are linked to retail outlets
- Driver
    - o Driver logs in to web page, which he views on the mobile phone browser.
    - o In case of forgotten password, the driver can reset his password.
    - o Driver can see a list of his pending and completed jobs for today

- o   For the next 5 days, he sees the number of pending deliveries
- o   When a delivery is selected, he sees the details of the delivery.
- o   In the details screen the driver can
    - select "Navigate" which will lead him to Google Maps to do navigation
    - select successful or unsuccessful delivery
    - If not successful, he can choose from a list of reasons why not successful
    - When the delivery is finalized, the timestamp, and GPS location of the current driver's position is saved to the database.
- o   When the delivery is completed, the status in the main screen changes to completed and the delivery cannot be selected anymore.

Each delivery is linked to a retail store and driver that will execute the delivery. Postal codes belong to a delivery zone.