



Meghna

Goal : **Meghna** want to send Urgent Document From Mumbai To Kolkata within the flight taking 3 hour not more than that.

Expectations :

Delivering the shipment in sync with the traveler's flight time

Stages

Sing-up

Longin

Fill the Receiver Form

Drop the Document

Track & trace

Thinking

Do KYC

Find any traveler on my route

Exp. i'm send doc from
Mumbai To Kolkata

by Username add him
as Receiver

Need to go to Hand Over

Track of Document
From Search Bar
with air waybill number

Doing

Fill ID info

Selects the Date of Flight
& the time will be optional
accrediting the route

Receiver selected
and verified

Meet With the Traveler

Get Air Waybill
Number and put it on
Search Bar & trace it

Feeling



Pain Points

Waiting for Approvel

Trust

Leaking the customer from
the site and completing
the deal outside the site

search to fined
the Receiver

Going to Airport to Fined
the Traveler Hand over
the Document

Waiting for Document
get delivered

Opportunities /
Solution

Get Email & Mobile verified
Via OTP

Flexibility to complete
the deal with Traveler and
issue purchase order number
&
air waybill number

Receiver details
added in air waybill

Get the Document Picked up
By Scan QR Code
From traveler

Get Proof Of Delivery