



Onion Express

Software Requirements Specification

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1 Introduction

Onion Express® is a system built for logistic companies, which provides them with a solution to logistics tracking, goods packing, goods distribution, after-sales management, data storage, information processing, etc.

1.1 Purpose

These days as B2C business is increasing rapidly, the growth of logistics business is also remarkable. The enormous market demand brings logistics companies opportunities as well as the challenge. Facing such kind of condition, this project is aimed at improving the efficiency of field personnel and customer satisfaction of a logistics company by building a cross-platform system.

1.2 Definitions

As Jobs has ever said, “People don’t know what I really want at all, until your products are in their eyes”. This project is specially designed for an independent logistics companies like UPS. The business scope is limited within China. To be more precise, the express is only available in Jiangsu, Zhejiang and Shanghai at the beginning. Temporarily private orders are not covered in the business scope, which means the express company corporates with e-commercial companies only with the cash-on-delivery express or normal express. The system focuses on logistics service without regard to O2O, bulk cargo or self-support e-business. Timing express might be expanded in future.

1.3 System Overview

The actors in the system are classified as *Postman*, *E-business*, *Customer service*, *Customer* and *Agent*. *Customer* and *Agent* are generalized as Receiver. The *Postman* has access to this system only on mobile devices while *Customer* has access both on browsers as well as mobile devices. *E-business* offers orders periodically. *Customer service* helps to deal with tasks cannot be done only by the system.

Web application and iOS application provide different functions for different users to enhance user experience and have some humanization design(e.g. using different colors to mark tasks as reception or delivery in postman’s app). Besides basic functions, the system also

provides some advanced functions, like printing invoices. Different offline payment methods are supported. And the customer's telephone number is hidden to protect his/her privacy. The postman is equipped with a multifunctional special device, when the customer receives his/her package, he/she can use this device to pay by card and can also press thumb on it to sign digitally, besides, the device helps collect postman's GPS location accurately. The system considers all the 8 scenarios, including sending the package, paying for the product, signing the package and so on. To integrate the system, two scenarios are added. One is creating the orders, at the beginning of the entire flow. Another is dealing the order manually, to reduce errors caused by the system and handle other unanticipated situations. That can improve the stability of the system and in consideration of the relatively small scale of users in the early stage, robot customer service is not necessary. It can be taken into consideration when the business is expanding to a certain stage. This project also designs several user interface mock-ups on the website and on mobile devices. Core functions are exhibited in these mock-ups, for example, the dispatch list interface. Nonfunctional requirements and further explanations on security, performance, data storage and computing, tracking the package, maintenance and others are detailed in supplementary Specification.

2 Use Case Modelling

2.1 Activity Diagram

2.2 Use Case Diagram

2.2.1 Global Use Cases



Onion Express

Figure 2.1: Global Use Case Diagram

2.2.2 Sub Use Cases

Payment View

Logistics Company View

2.2.3 Specification of Use Cases

Scenario 1

Scenario 2

Scenario 3

Scenario 4

Scenario 5

Scenario 6

Scenario 7

Scenario 8

3 Glossary of Terms

after-sales service

Also called customer service, after sales service is the provision of service to customers before, during and after a purchase.

article

The material in the package which is sent by a normal customer.

bi-directional read

The information can be read in both direction.

cash-on-delivery express

The sale of goods by express where payment is made on delivery rather than in advance.

claim

When packages are damaged or lost, customers have right to ask for compensation.

courier

A courier is a person who delivers messages, packages, and mail. Here it refers to postmen.

customer service staff

The staff in the logistics company serving customers.

damaged express item

The package that is damaged during express.

decision support system(DSS)

A decision support system is a computer-based information system that supports business or organizational decision-making activities.

delivery

A single task to send the package to a customer.

delivery terminal

The destination of the delivery where the receiver receive and sign the package.

dispath list

The digital list of information of the packages to be delivered in postmen's port.

distribution center

A station in a large district to transfer packages to the regional distribution center.

door-to-cfs

From the shipper factory or warehouse to the destination or the Container freight station of the discharging port.

door-to-door

From the shipper factory or warehouse to the consignee's factory or warehouse.

Electronic Data Interchange(EDI)

Electronic Data Interchange is an electronic communication method that provides standards for exchanging data via any electronic means.

Electronic Order System(EOS)

Electronic Order System is to meet demand instantly, with perfect quality and punctuality.

express item

Packages to be delivered.

express item tracking system

A subsystem in our system to track the packages with GIS automatically.

express network

A service network within the scope to help delivery.

express waybill

An express receipt given by the carrier to the shipper acknowledging receipt of the packages being shipped and specifying the terms of delivery.

first time delivery

The first time for particular postman to send the package to a position.

Global Position System(GPS)

The Global Positioning System is a space-based navigation system that provides location and time information in all weather conditions, anywhere on or near the Earth where there is an unobstructed line of sight to four or more GPS satellites.

Geographic Information System(GIS)

A geographic information system is a system designed to capture, store, manipulate, analyze, manage, and present all types of spatial or geographical data.

handheld terminal

Handheld terminal refers to the portable data processing terminal with some particular features. Here it refers to mobile phones with our app.

inquiry

The customer logs in the system or connects with customer service staff to get information about the order, operation instruction etc.

Integrated Services Digital Network(ISDN)

Integrated Services for Digital Network is a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.

interchange receipt

A voucher to certify that the customers or e-business commits articles or products to the logistics company for delivery.

Invoice(INV)

An invoice is a commercial document issued by a seller to a buyer, relating to a sale transaction and indicating the products, quantities, and agreed prices for products or services the seller had provided the buyer.

Just-in-time logistics(JIT logistics)

Just-in-time logistics is a modern logistics method based on the JIT management philosophy.

lost express item

The package that is lost during express.

order number

The number generalized when the order is created.

order processing

A series automatic operation in system to deal the order, such as creating an order, completing an order and so on.

package

The material to be delivered after customers or the e-business company create orders.

product

The material in the package which is ordered by customers from the e-business company.

QR code

QR code (abbreviated from Quick Response Code) is the trademark for a type of matrix barcode(or two-dimensional barcode) first designed for the automotive industry in Japan.

receiver

Generalized from Customer and Agent, the person receiving and signing the package directly.

redelivery

When no one can sign the package, the postman will carry it back to the delivery terminal and the order will be rescheduled in the system.

redirect express item

When customer changes the destination or the destination is out of scope, the package will be reassigned.

regional distribution center

The substation in a certain region of the logistics company to assign packages to postmen.

return

If customers are unsatisfied with the product, he or she can send it back with a label from system.

sender

The customer or the e-business company who sends the package.

serial number of express

i.e. the tracking number of packages in the system.

sign in

The receiver sign the package and get it.

sorting

The packages in the regional distribution center are sorted to transfer to corresponding postmen or the packages in the distribution center are sorted to transport to regional distribution centers.

tracking number

Especially for tracking the real-time GPS location of the package.

withdrawal

If the customer is unsatisfied with the product and has sent it back, he or she can choose to withdraw the order and the payment will be reimbursed.

4 Supplementary Specification

4.1 Security

The system should avoid the database being attacked and data being taken advantage of by the wicked.

4.1.1 Access and Data Integrity

1. The authorization of access to the system of postmen, customers and customer servers should be classified and announced clearly. With certain authorization, different users have limited access to data and operation.
2. The server should use anti-virus software.
3. Firewalls and network protection are necessary, and they should be updated in time.
4. The atomic processes in the database will ensure the accuracy of the database.

4.1.2 Encryption

1. The session should not be transmitted in DNS.
2. All texts and messages should be encrypted with Encryption Algorithm such as RSA, 3DES or IDEA.
3. Two keys are used to identify a certain user. One public key is used for encryption and another private key is used for decryption. The key is a completely random mix of letters.
4. The session will record the activity of the customer, and if the customer has no operation for 5 minutes, he or she will log out the system automatically.
5. After customers log out the system, all the private information(cookies) will be cleaned.

4.1.3 Digital Certificates

1. We use digital certificates as a replacement of user names and passwords, for example, SSL Certificates. It will be used automatically with the permission of users.

2. The IP address or location where users log in the system will be recorded and when the account is used beyond their regular locations, the user will get alarmed.

4.1.4 Digital Signatures

1. Users should log in the system with a password. Our system will test its complexity. If it is too simple, the system will remind the users to complicate it. That involves cryptography.
2. We use a message digest to ensure the integrality of the data.
3. If necessary, we can extend our fingerprint system to login system.

4.2 Performance

1. The information of the package, including the real-time position, Order-ID, the postman etc., should be checked by customers in 3 seconds with at most 0.1% error rate.
2. The payment should be confirmed in 2 seconds by the system from the moment when the third party trade agent sends the message or the postmen report the payment.
3. The order created by customers should be processed in 15 minutes.
4. The orders obtained from e-business should be processed every hour(about 5,000 orders).
5. Information of the delivery such as the phone number, the address, the receiver and others should be updated and checked by postman in 1 min.
6. This system allows the e-business to create batch orders which can be sent at regular time.
7. The estimate of delivery time should be accurate with the max uncertainty in 2 days.
8. The expectation should be sent to custom service in 2 min from the time a postman reports it.
9. This system's unavailable time should be controlled in 20 minutes in a year.
10. To offer the best user experience, a content delivery network should be used by this system.

4.3 Data Storage and Computing

1. To store a huge amount of data, distributed database should be used. And it should use Homogeneous Distributed Databases Management System.
2. Considering that there may be an enormous number of visitors and inquiries at the same time, the system must implement cloud computing service.
3. The system can support as many as 1500 times of visits per second.
4. There must be a copy of the database, including device entity, software, data and even employees, in order to prevent some unpredictable disasters.
5. If the database is destroyed, the copy should be enabled in 3 hours.
6. The data can be in English, Chinese, Japanese, French and Korean.

4.4 Track the Package

1. In order to track the package, the GIS system should be applied, with the help of the GPS system. The system gets geographic information from a third party system, and get the position of postmen who deliver the package through the system of postmen. And this system should match both kinds of the information and show it to users of the system.
2. The system for postmen should upload the position of the postman automatically every 2 hours, through 3G, 4G or WLAN network.
3. If the locations of postmen are missing for 4 hours, the system should inform the custom servers, and custom servers will contact with postmen.

4.5 Maintenance

1. The distributed database should be maintained by the employees of our own company including the employees of the standby database every day when the visiting traffic is not heavy.
2. The software for custom service, customer and postmen and the system itself should be maintained by our employees.
3. The geographic information source should be multiple, in case that one of the sources is unavailable.
4. The engineers from the company offered DBMS will maintain our system every year.
5. An integrated scheme to deal accidents, for example, the crash of database, is necessary.

4.6 Others

1. The architectures of the postman app and the customer app are B/S and C/S, but that of custom service is C/S for safety.
2. Our system can be used in iOS and Android on mobile devices and in a normal browser on PC(Windows/macOS/Linux).
3. Anticipated development time is two months.

5 User Interface

5.1 Mobile Devices(iOS)

5.2 Website

6 Contributions

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