

Story

Fiori Express is a European courier company that operates in 25 countries and delivers approximately 4 million parcels every day.

Fiori Express has started a project to optimise and track the parcel delivery process, with special focus on the service provided to medium and large customers.

The typical process starts with a pre-advice, which the customer submits through one of the many available channels: B2B interfaces, Fiori Express website, Fiori Express retail shops, etc.

The pre-advice is a structured document that contains information about the customer account and about a collection of parcels the customer is planning to submit for delivery.

Fiori Express systems validate all received pre-advice documents twice. First, a system checks that the structure of the document is correct; if not the pre-advice is rejected, notifying the customer. If the document structure is correct, the pre-advice will be saved in the Revenue Protection (RP) system.

Then the RP will validate the content of the pre-advice: if the content is correct, then the pre-advice will be accepted and this will trigger other processes, such as planning the delivery of the pre-advised parcels and financial accounting and reporting processes.

If the pre-advice contains errors, two things can happen: if at least one of the errors is considered “critical”, then the pre-advice will be rejected and the system will notify the customer; otherwise, the system will put the pre-advice in “quarantine” status.

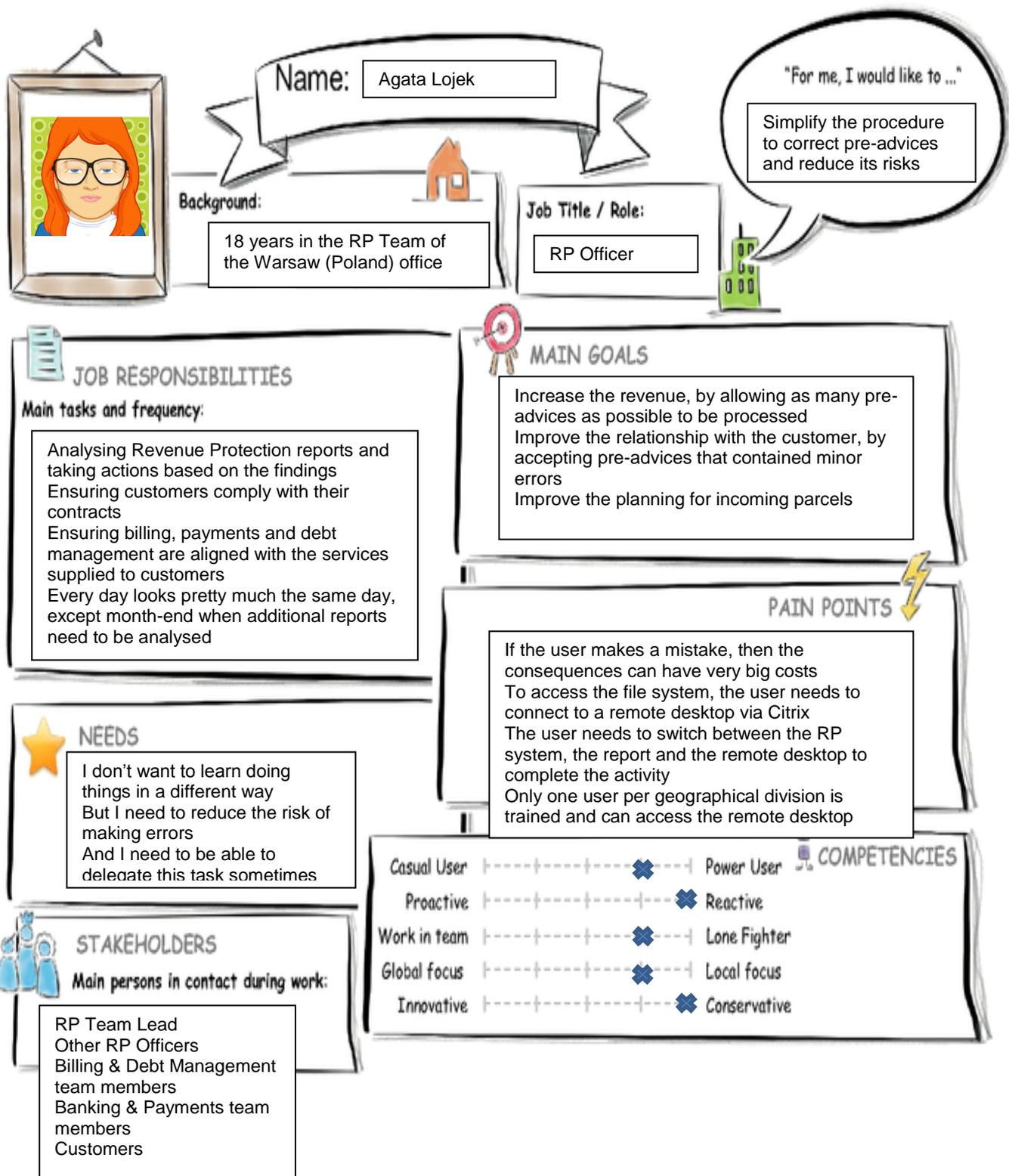
The RP system generates a spreadsheet every night, with the list of the pre-advice documents received that day and detailed information about the pre-advice documents that contain errors.

Every day, an RP team member will use the report to identify the pre-advice documents that have been quarantined. For some pre-advice documents, she will open the original document stored in the RP system, make the changes required to correct the errors and save the document with a new name. She will also archive the original pre-advice, moving it to a separate folder for documents that have been modified manually. She does this directly in the file system.

The RP system will process the new document as a new pre-advice. If the corrections are good, then the RP system will accept it and the next processes will be triggered.

Fiori Express wants to optimise and secure this activity, by providing the RP team with an application that will display the received pre-advice documents and their status in real time. The application will also allow users making changes to the “quarantined” pre-advice documents, only in the fields with errors. The application will track the manual changes, prevent possible errors and handle the physical documents in the background.

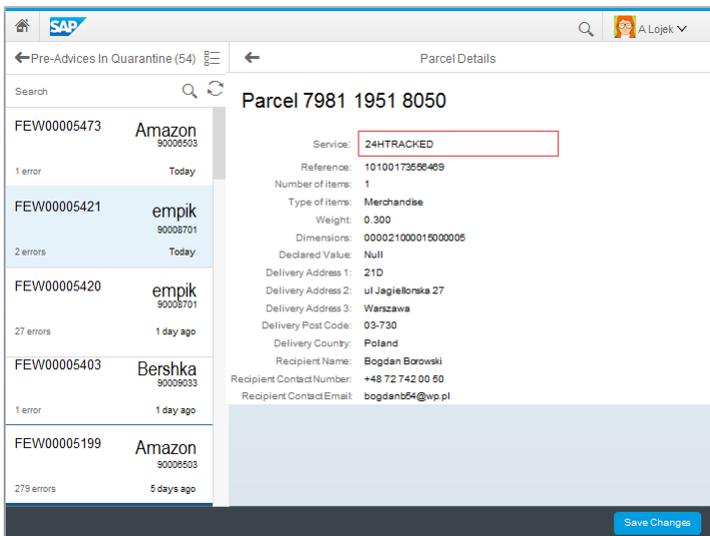
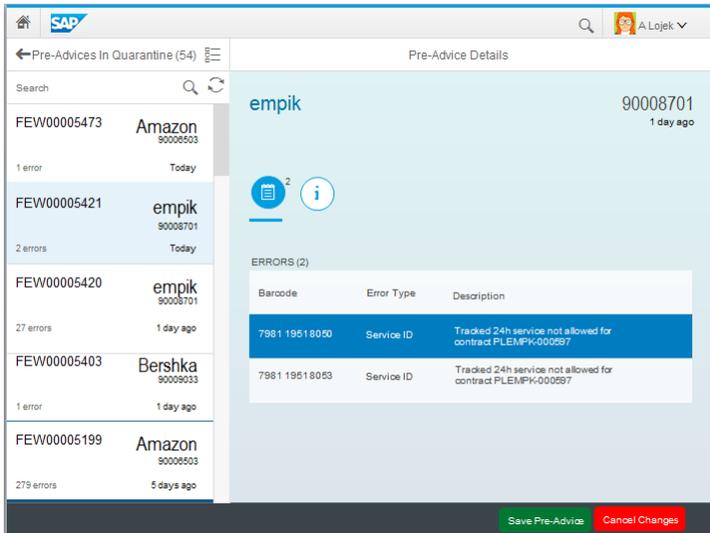
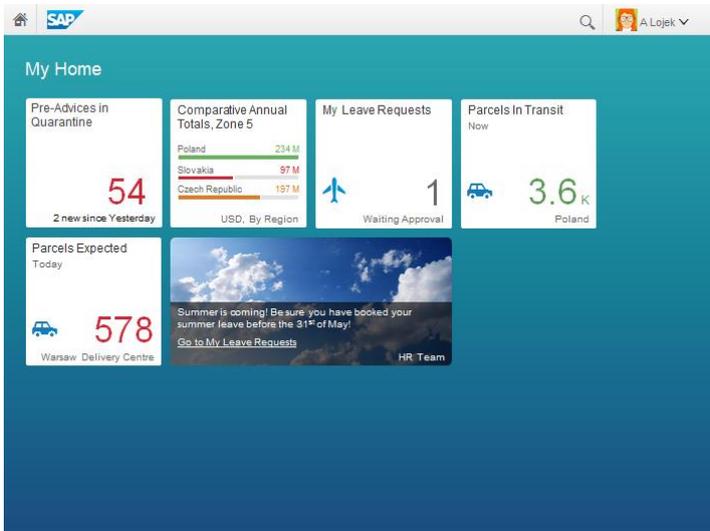
Persona



User Experience Journey

Mind-set	Actions	Touch points
Another day, another morning, e-mail checked, I had my breakfast... and it's still too early for anyone to bother me.	Checks the time in the computer clock	Computer (clock)
Time to check yesterday's pre-advice!	Opens e-mail client and looks for the e-mail sent by the RP system with the report about received pre-advice	Computer (e-mail client)
There you are! I hope there aren't many errors today...	Opens report attached to the e-mail	Computer (e-mail client, then spreadsheet)
Oh kur...! 54 pre-advice with errors! This is going to take some time, let's grab another tea.	Goes to the kitchen and prepares another tea, tells colleagues she shouldn't be bothered for the next hour	Kitchen appliances and products, colleagues
OK, so let's go!	Opens Citrix	Computer (Citrix client)
Username... password...	After a failed attempt, authenticates in Citrix	Computer (Citrix client)
Dobrze, "Quarantined Pre-Advice"	Selects the folder shortcut in the remote desktop	Computer (Remote desktop)
54 files... OK! Where to start?	Goes back to the spreadsheet and copies the pre-advice ID in the first record	Computer (Spreadsheet)
Let's see what is wrong with you...	Goes back to the remote desktop and opens the file with the pre-advice ID in its name	Computer (Remote desktop, then pre-advice document)
At a first glance everything seems fine... all fields with content... hum!	Goes back to the report and reads the error description	Computer (Spreadsheet)
Right... account locked for this service, let's see what I find in SAP	Opens the SAP GUI tool, then selects a favourite transaction and views account information	Computer (SAP GUI)
OK, not that service, but you can use another service. So let's change the pre-advice for you.	Goes back to the pre-advice in the remote desktop	Computer (Remote desktop, pre-advice document)
Carefully now, I don't want to make any mistakes...	Changes the value in a pre-advice field and saves the file	Computer (Remote desktop, pre-advice document)
Done! One less... 53 more to go!	Goes back to the report and repeats a similar process for the remaining pre-advice	Computer (as above)

Mockups



SAP A Lojek

←Pre-Advices In Quarantine (54) Parcel Details

Search

Parcel 7981 1951 8050

Service:

Reference: 1010017366498

Number of items: 1

Type of items: Merchandise

Weight: 0.300

Dimensions: 000021000015000005

Declared Value: Null

Delivery Address 1: 21D

Delivery Address 2: ul Jagiellońska 27

Delivery Address 3: Warszawa

Delivery Post Code: 03-730

Delivery Country: Poland

Recipient Name: Bogdan Borowski

Recipient Contact Number: +48 72 742 00 50

Recipient Contact Email: bogdanb54@wp.pl

FEW00005473 Amazon 90008701 1 error Today

FEW00005421 empik 90008701 2 errors Today

FEW00005420 empik 90008701 27 errors 1 day ago

FEW00005403 Bershka 90009033 1 error 1 day ago

FEW00005199 Amazon 90008701 279 errors 5 days ago

Save Changes

SAP A Lojek

←Pre-Advices In Quarantine (54) Pre-Advice Details

Search

empik 90008701
1 day ago

2

ERRORS (2)

Barcode	Error Type	Description
7981 1951 8050	Service ID	CORRECTED: Tracked 24h service replaced with Standard Tracked service ✓
7981 1951 8053	Service ID	Tracked 24h service not allowed for contract FLEMPK-000597

FEW00005473 Amazon 90008701 1 error Today

FEW00005421 empik 90008701 2 errors Today

FEW00005420 empik 90008701 27 errors 1 day ago

FEW00005403 Bershka 90009033 1 error 1 day ago

FEW00005199 Amazon 90008701 279 errors 5 days ago

Save Pre-Advice Cancel Changes

SAP A Lojek

←Pre-Advices In Quarantine (54) Pre-Advice Details

Search

empik 90008701
1 day ago

0

Submitted: 13/05/2015 8:37:09.2

Channel: EDI

Contract Code: FLEMPK-000597

Earliest Collection Time: 16/05/2015 8:00:00.0

Latest Collection Time: 25/05/2015 20:00:00.0

Contact Mail: Magdalena Michalska

Contact Number: +48 12 432 41 60

Contact Email: m.michalska@empik.pl

FEW00005473 Amazon 90008701 1 error Today

FEW00005421 empik 90008701 2 errors Today

FEW00005420 empik 90008701 27 errors 1 day ago

FEW00005403 Bershka 90009033 1 error 1 day ago

FEW00005199 Amazon 90008701 279 errors 5 days ago

Save Pre-Advice Cancel Changes

App Prototype

Pre-Advices In Quarantine	Pre-Advice Details																			
<p>Search <input type="text"/> </p> <table border="1"> <tr> <td>FEW00005473</td> <td>Amazon 90006503</td> </tr> <tr> <td>FEW00005472</td> <td>empik 90003423</td> </tr> <tr> <td>FEW00005471</td> <td>empik 90003423</td> </tr> <tr> <td>FEW00005470</td> <td>Bershka 90003322</td> </tr> <tr> <td>FEW00005469</td> <td>Amazon 90006503</td> </tr> </table>	FEW00005473	Amazon 90006503	FEW00005472	empik 90003423	FEW00005471	empik 90003423	FEW00005470	Bershka 90003322	FEW00005469	Amazon 90006503	<p>Amazon 90006503</p> <p style="text-align: right;">Tue Apr 07 2015 23:00:00 GMT+0100 (GMT Daylight Time)</p> <div style="display: flex; align-items: center;"> ² </div> <p>ERRORS</p> <table border="1"> <thead> <tr> <th>Barcode</th> <th>Error Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>7981 1951 8050</td> <td>Service ID</td> <td>Tracked 24h service not allowed for contract PLEMPK-000597 ></td> </tr> <tr> <td>7981 1951 8051</td> <td>Service ID</td> <td>Tracked 24h service not allowed for contract PLEMPK-000597 ></td> </tr> </tbody> </table>	Barcode	Error Type	Description	7981 1951 8050	Service ID	Tracked 24h service not allowed for contract PLEMPK-000597 >	7981 1951 8051	Service ID	Tracked 24h service not allowed for contract PLEMPK-000597 >
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FEW00005473	Amazon 90006503										
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FEW00005470	Bershka 90003322										
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	Save Changes										

Pre-Advices In Quarantine	Pre-Advice Details
Search  	<div data-bbox="491 226 571 248">Amazon</div> <div data-bbox="1281 262 1377 284">90006503</div> <div data-bbox="1062 284 1377 302">Tue Apr 07 2015 23:00:00 GMT+0100 (GMT Daylight Time)</div> <div data-bbox="501 327 555 383">  2 ERRORS </div> <div data-bbox="587 327 641 383">  </div> <div data-bbox="560 436 1053 638"> <p>Submitted: Tue Apr 07 2015 23:00:00 GMT+0100 (GMT Daylight Time)</p> <p>Channel: EDI</p> <p>Contract Code: PLEMPK-000597</p> <p>Earliest Collection Time: Wed Apr 08 2015 23:00:00 GMT+0100 (GMT Daylight Time)</p> <p>Latest Collection Time: Tue Apr 21 2015 23:00:00 GMT+0100 (GMT Daylight Time)</p> <p>Contact Name: Magdalena Michalska</p> <p>Contact Number: +48 12 432 41 50</p> <p>Contact Email: m.michalska@empik.pl</p> </div>
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FEW00005471 empik 90003423	
FEW00005470 Bershka 90003322	
FEW00005469 Amazon 90006503	
	<div data-bbox="1145 712 1262 734">Save Pre-Advice</div> <div data-bbox="1281 712 1388 734">Cancel Changes</div>