

User Requirements Specifications

Groupage Project – Online Interview

INTRODUCTION

In this document, we present the set of questions for our interview with one of our prospect clients as well as our own stakeholders in our company in order to streamline some of the base ideas and features this module should focus on/have.

This interview was conducted in a meeting online with one of the company's CEO. As such he had a general knowledge of the field but lacked understanding of the more technical inquiries. Because of this some of the questions were left unanswered in this meeting and forwarded later on to the proper professionals. It is also important to address that the replies were first typed live during the interview and later transcribed to a more cohesive text.

Firstly we have the first iteration of questions that we wanted to address with the client. This set of questions was later reduced in order to streamline the interview. After this we present a series of questions for our own CEO in order to help improve our understanding of the company's necessities for this project.

Questions for the client company:

1. What are the key features and functionalities that the Company wants to offer in this tool? How can these be organized and presented in a way that is intuitive and easy to use?
2. What is the information architecture of the tool? How can we ensure that users can easily find the information they need and navigate between different sections of the tool?
3. How can we optimize the user flow through the tool? Are there any unnecessary steps or roadblocks that can be eliminated to improve efficiency and user satisfaction?
4. How can we ensure that the tool is accessible and usable for users with different levels of technical expertise? Are there any specific accessibility considerations that need to be taken into account?
5. How can we optimize the shipment creation process to reduce errors and improve efficiency?
6. How can we make it easy for users to assign drivers and vehicles to shipments, and ensure that they have all the necessary information to complete their tasks?
7. What type of notifications and alerts should we provide to keep users informed about important updates and changes to their shipments? (Status and Progress, payment Notifications)
8. How can we incorporate real-time tracking and mapping features to give users a better understanding of their shipments' progress and location?
9. How can the UI be designed to make it easy for users to manage and track their shipments, including features such as real-time tracking, estimated delivery times, and delivery notifications?
10. Do you consider implementing relevant and personalized information, such as recommendations for optimizing shipping costs or suggestions for alternative shipping routes, an important feature?
11. What would you consider a good way to facilitate collaboration and communication between different stakeholders involved in Groupage transport, such as shippers, carriers, and receivers?

12. How can the UI be designed to ensure scalability and flexibility, so that it can adapt to changing business needs and evolving technological trends in the transport industry?

Questions for Logichainge:

1. What is groupage for you and how do you want it to be implemented in the application?
2. How do you imagine the ideal process of making a groupage order?
3. What step would you consider the most important while making a groupage?
4. Which step do you think is the one that needs the most automation?
5. Do you think there should be a communication system integrated like a chat or notification system?
6. Do you think there should be a real time tracking of the orders?
7. Would you consider the tool's starting point to be from the collections of the orders or from the moment they are in the warehouse before leaving for delivery?
8. What kind of data analytics and reporting capabilities would this tool offer to users if any?
9. Should the user be able to add the schedule of the line haul or should we add it by default?

Questions for the meeting:

1. How do you imagine the ideal process of making a groupage order on a software application? Which part of the process is the most important for automation?
2. What are the key features and functionalities that the Company wants to offer in this tool? How can these be organized and presented in a way that is intuitive and easy to use?
3. Are the line hauls daily and are there multiple trucks or just one?
4. How do you calculate the costs for groupage? Is it fixed price for a line haul/truck? Does it depend on the size and weight of the order? In case the truck is not full, do you cover the loss yourself or do you charge the customers?
5. What kind of TMS system are you using and what do you consider its strong points? What can be a good addition to the functionalities that you already have?
6. What kind of data analytics and reporting capabilities would this tool offer to users if any?
7. Do you consider implementing relevant and personalized information, such as recommendations for optimizing shipping costs or suggestions for alternative shipping routes, an important feature?

Additional:

1. How can we optimize the user flow through the tool? Are there any unnecessary steps or roadblocks that can be eliminated to improve efficiency and user satisfaction?
2. How can we ensure that the tool is accessible and usable for users with different levels of technical expertise? Are there any specific accessibility considerations that need to be taken into account?
3. How can we make it easy for users to assign drivers and vehicles to shipments, and ensure that they have all the necessary information to complete their tasks?
4. How can we optimize the shipment creation process to reduce errors and improve efficiency?

Replies:

- Regarding Groupage – LTM: Collect everything in NL, full load through Europe and UK(30% of business). Last mile distribution/ UK 2-3 trucks a day, depends country(demand/volume/season peak).
- The Company takes care of the order from loading to last destination. The responsibility of the groupage system should be from loading in first warehouse to unloading in the second one.
- Regarding Groupage Costs: calculation for whole year tariff, fixed prices Benelux, fixed price London (calculate currency exchange), price for line-haul (per pallet volume/margin).
Not sure about including price on tool (fixed prices vs new costumers)
- Ideal groupage process: Fixed linehauls (UK), volume has to be big enough, third party company for other routes/countries. One pallet to Italy, sent in order not interested if linehaul is completed. Only interested in fixed linehauls automation.

- TMS System: connected to partner in UK, booking system connected to a T&T, every half an hour. Visible costs, margins, turnovers, shipment details. From operational and commercial POV it is a complete system. One shipment given to another company.
- Data Analytics: KPI every month/year (through invoices) for costumers. Not possible to get it out of the system, needs to be closed within the system. What they show already is enough (no need for extra Data)
- Regarding personalized info/recommendations: never considered recommendations (routes), Dutch drivers are in Google maps. They are interested in reporting the time added value of the groupage application.
- Adding Linehauls: trucks come back every other day (round trip, out-bound and in-bound), maybe add carriers to linehauls? Maybe advice for carriers. 25 pallets minimum. Trucks always go (takes into consideration importance of customers and availability)

Replies Transcribed:

1. Regarding the ideal process for making a groupage order on a software application, TransVenlo is primarily interested in automating fixed linehauls for the UK and is less concerned with smaller, ad-hoc shipments. The most important part of the process for automation is the fixed linehaul aspect.
2. The key features and functionalities that TransVenlo wants to offer in their groupage tool are visible costs, margins, and shipment details. These should be organized in a way that is intuitive and easy to use. They are not sure if they want to include pricing information in the prospect tool.
3. TransVenlo has daily line hauls in the UK and uses multiple trucks, although the number of trucks depends on demand, volume, and seasonal peaks.
4. TransVenlo calculates groupage costs based on a whole year tariff and has fixed prices for Benelux and London. The price for a line-haul depends on the pallet volume and margin. They are not sure if they want to include pricing information in the prospect tool, as fixed prices may collide with new customers.
5. TransVenlo uses a TMS system that is connected to a partner in the UK and a booking system connected to tracking and tracing. It provides visibility into costs, margins, and turnovers, as well as shipment details. From an operational and commercial point of view, it is a complete system. For other routes/countries, they use a third-party company.

6. TransVenlo tracks KPIs every month/year through invoices but does not offer any additional data analytics or reporting capabilities to users.
7. TransVenlo is not sure whether users should be able to add the schedule of the line haul or if it should be added by default.
8. TransVenlo has not considered personalized recommendations for optimizing shipping costs or suggesting alternative shipping routes, as their Dutch drivers use Google maps. However, they acknowledge that this feature may be useful. They are also considering adding carriers to linehauls and providing advice for carriers.