UX

User story

As an: office manager
I want: to log package deliveries and notify employees of their arrival
So that: employees are promptly informed and the office can track all deliveries accurately

User flows

Create delivery flow

Office manager → Receives package → Creates a record -Log new delivery → Form shows up Enters name, delivery location, additional notes → Autofilled: - delivery date → Clicks “create” → Automatically notification sent (similar to visitors) → Record created. Status: pending?

View delivery log

Office manager → Opens delivery log → Searches for a record by name, delivery date, carrier(?) etc

Update delivery status, recipient name, deliver zone

Office manager → Opens delivery log → Searches for a record by name, delivery date, carrier(?) etc → Changes a value → Confirms actions → Notification sent

Resends notification individual/in bulk

Office manager → Opens delivery log/ analytics → Searches for pending records → Resends notifications

Wrong recipient

Office manager → Gets notification on dashboard → Opens record → manually do something:
- if we can identify, change the recipient
- if we cannot identify, make it an unknown recipient

Missing package

Office manager → Opens record → Till the dispute is resolved, change the record status to “missing package”

User story

As a : employee
I want: to be notified quickly as a package arrives at the office for me
So that: I can promptly pick it up

User flows

Receives notification

Recipient → Gets notification on email, ~~slack, teams~~ → Opens notification “package has arrived” → Gets info:
- Name
- delivery id
- no of items
- delivery location
- delivery date
- additional notes

Confirms pickup

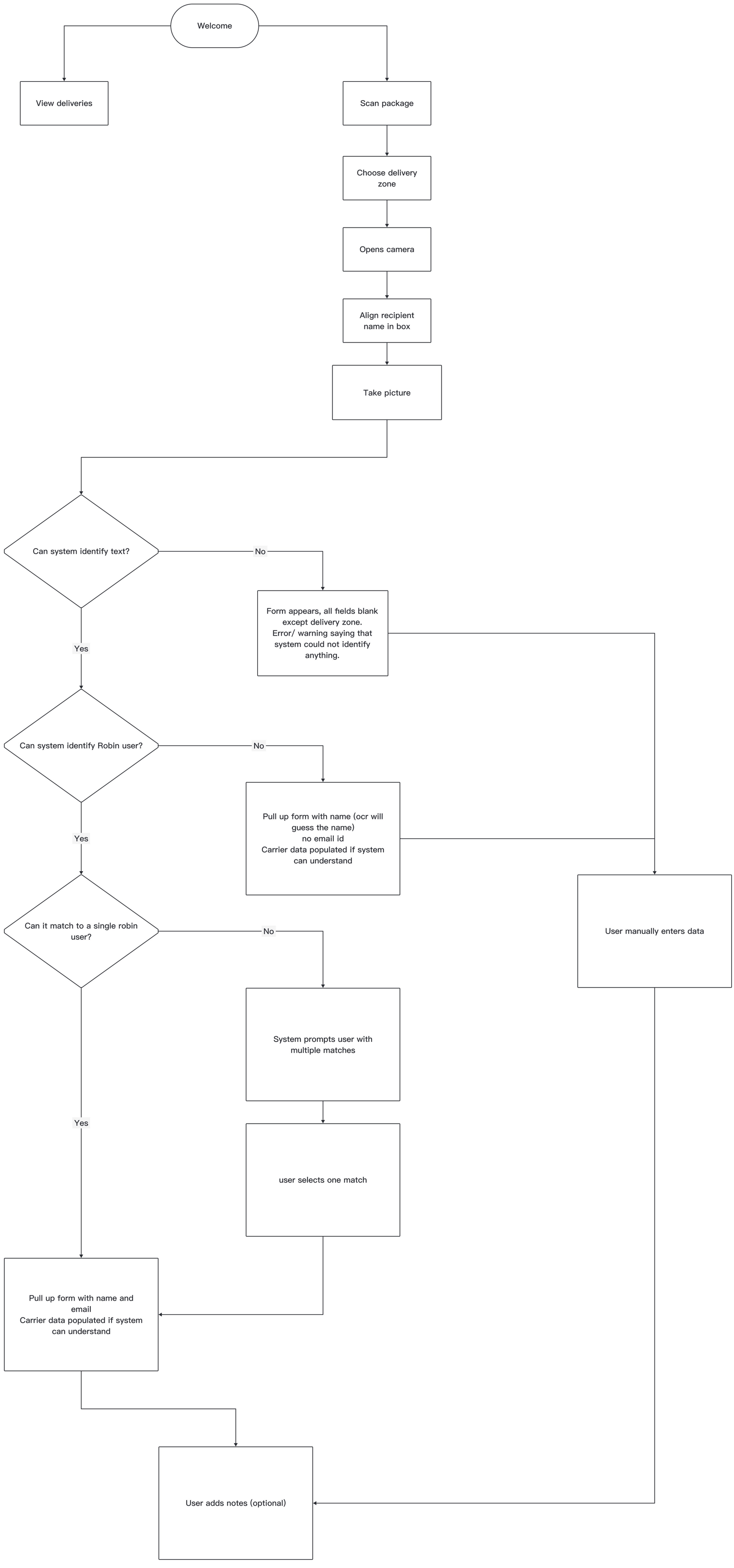
Recipient → Gets notification on email, slack, teams → Opens notification “package has arrived” → Gets info:
- Name
- delivery location
- delivery date
- additional notes

→ Picks up package → Opens notification → Marks as picked up

Wrong recipient

Recipient → Gets notification on email, slack, teams → Opens notification “package has arrived” → Gets info:
- Name
- delivery location
- delivery date
- additional notes

→ Goes to pick up package - wrong rec... → Opens notification → recipient marks it as “this is not mine” on notification → Confirmation


Welcome
View deliveries
Scan package
Choose delivery zone
Opens camera
Align recipient name in box
Take picture
Can system identify text?
No
Form appears, all fields blank except delivery zone.
Error/ warning saying that system could not identify anything.
Yes
Can system identify Robin user?
No
Pull up form with name (ocr will guess the name)
no email id
Carrier data populated if system can understand
Yes
Can it match to a single robin user?
No
User manually enters data
System prompts user with multiple matches
Yes
user selects one match
Pull up form with name and email
Carrier data populated if system can understand
User adds notes (optional)