



Mobile Application to Support Supply Chain Functionality

Business Requirement

The client was looking for an application to support Supply Chain Management (SCM) Functionalities for its distributors and retailers. This application would provide real – time updates and status on shipment and order request form.

Solution

BIPL suggested a mobile application for the distributors to search and track their orders based on a unique “Order No” assigned to every order placed on the company CRM. The shipment date and status would be picked from the shipping company that the Client had an API connection with. Each distributor had a valid login assigned on the system where he could sign in and use his unique order no to track the status of the order and if already shipped, the system would automatically display the shipment status.

Value Proposition

Apart from the client’s basic requirement, BIPL suggested the following value additions:

1. Real Time Shipment status from shipping company website: This feature would use the API/Web form on the shipping company’s website and fetch data from the website. When a distributor enters an order code, the database is checked for the status and if it has been shipped, another query is used for fetching shipment tracking no. this tracking no is used to track shipment for that particular order. Each order number has a shipment number attached to it.
2. Feedback Module: BIPL recommended including a feedback module to log support ticket and issues directly to the company CRM from the mobile application itself.