

# MOBILE INVENTORY APPLICATION

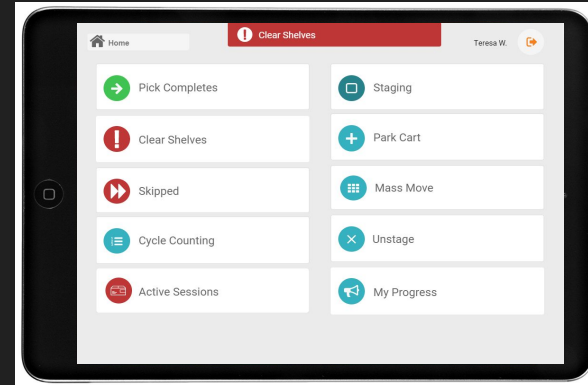
Part of a Logistics project to modernize the software and hardware used by associates.

Shadowed associates to understand how they use the current system in their shift.

Documented processes for reviewing with engineering team.

Worked with associates to test and evaluate multiple hardware systems

Instead of carrying a bulky laptop, Inventory associates are now more mobile with an iPad application.



UI menu with large buttons and spacing to accommodate touch targets





Displayed hardware testing results in form of affinity map

## Logistics Associate - Primary



*"I make sure that orders receive the correct labels and get processed with the thru carriers"*

IRL:

Locations: NA, Costa Rica, Huizhou, Penang

Primary Tools: PCMAN, Carrier websites, Handheld Scanner, scale, Zebra printer

### Goals

- Prep and process shipments for carrier pickup

### Activities

- Processing shipments received from the Boxer station
- Use multiple web applications to process shipments per carrier (UPS world ease, DHL, or FedEx.)
- Sorting the sample orders by their order and line number, and customer name
- Ensure correct paper work goes with shipment.
- Read blue notes for customer special requests.

### Secondary Activities

- Process samples orders and marketing items
- Parking the carts that come from both Versatech and Speed 1 & 2

### Pain Points

- Sometimes I don't see the blue notes for customer special requests.
- Each carrier requires me to use their web applications to process shipments (UPS world ease, DHL, or FedEx.)

### Related Personas

- QA
- Pre-Packer
- Picker
- Stager
- Boxer

Example persona document

## Main Menu

3:21 PM EST  
7/31/2015

Park Cart

3:21 PM EST  
7/31/2015

Mass Move

3:21 PM EST  
7/31/2015

Stage from Cart

3:21 PM EST  
7/31/2015

Cycle Counting

3:21 PM EST  
7/31/2015

Picking

3:21 PM EST  
7/31/2015

Clear Shelves

3:21 PM EST  
7/31/2015

More

3:21 PM EST  
7/31/2015

Back

## Picking Menu

3:21 PM EST  
7/31/2015

Picking Session  
7/31/2015

A. Small Early (78)

B. Small Late (120)

C. Large (64)

Back

More

3:21 PM EST  
7/31/2015

Small Early Picking Session  
7/31/2015

FedEx (98)

ups (98)

Others (12)

Back

3:21 PM EST  
7/31/2015

Small Late Picking Session  
7/31/2015

FedEx (98)

ups (56)

DHL (78)

Others (12)

Back

3:21 PM EST  
7/31/2015

Large Picking Session  
7/31/2015

ups Early (32)

ups Late (78)

DHL (12)

Back

Wireframes of mobile application used for hardware testing

## Q5: TC70 With the RS507 finger attachment

Answered: 4 Skipped: 0

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Total	Weighted Average
I think that I would like to use this device for an entire shift.	25.00% 1	0.00% 0	0.00% 0	25.00% 1	50.00% 2	4	3.75
I found the device unnecessarily complex.	75.00% 3	25.00% 1	0.00% 0	0.00% 0	0.00% 0	4	1.25
I thought the device was easy to use for scanning.	0.00% 0	0.00% 0	0.00% 0	50.00% 2	50.00% 2	4	4.50
I thought the device was comfortable to hold or wear.	0.00% 0	25.00% 1	0.00% 0	0.00% 0	75.00% 3	4	4.25
I think that I would need the support of a technical person to be able to use this device.	25.00% 1	50.00% 2	25.00% 1	0.00% 0	0.00% 0	4	2.00

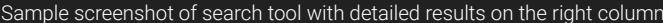
Qualitative associate feedback on device testing

This application is one of many within a suite of tools utilized across the company. This specific web application is used to locate a wide range of important customer documents from packing lists to invoices.


The goal is to reduce the pain points for a Logistics admin so they can quickly locate and send documents to customers.

Interviewed Admins to understand context of their work and tasks required to fulfill customer requests.



Leveraged the internally developed UI design system of reusable UI components to quickly build interface with engineers.





Global Logistics

What can I search on?

Martin R.

Supervisor DashboardCustomer ManagementShipping WorkflowAdmin Tools

Search > Order 25969503 Line #1 > Labels and Markings

Prepack Labels

Prepack Special Markings

Shipment ID Labels

Boxing Special Markings

Labeling Special Markings

Packing List


Commercial Invoice


Proof of Delivery (POD)


Carrier Labels


Compliance

Miscellaneous Documents

VIEW AND PRINT

EMAIL

DOWNLOAD

ADD DOCUMENT

1 selected X

<input type="checkbox"/>	Filename	Created Date	Modified Date	Modified By	View File History
<input type="checkbox"/>	9603059				HISTORY
<input checked="" type="checkbox"/>	9600268				HISTORY
<input type="checkbox"/>	9597598				HISTORY
<input type="checkbox"/>	9597594				HISTORY
<input type="checkbox"/>	9591269				HISTORY

Version History

9600268

Version	Modified Date	Modified By
2.0	6/01/2017 01:23 PM	Sung Niho

Change Reason

Revised customer requested change for new billing locations.

Restore

Version	Modified Date	Modified By
1.0	6/01/2017 06:00 AM	System Created

Change Reason

CLOSE

File history modal - ability to restore prior document versions