

Tojarcom

You deserve to be better served

...

A Case Study



Tojarcom

Overview

Tojarcom is a one-of-a-kind e-commerce service. Tojarcom, which means “your merchants on the web”, reflects our authentic and genuine values towards our customers. These values are built on credibility, transparency, trust and excellent customer service, presenting a unique business model in the domain of online shopping.

Aim Of The App

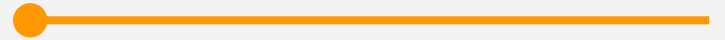
“You deserve to be better served”

Tojarcom’s mission is to fill the gap of underserved customers looking for authentic affordable luxury products with customized high-end customer service, that addresses customer’s Financial, Functional and Psychological Risks. It is about Customer Service: Before, During and After-Sale. We guide online shoppers, who seek an enjoyable shopping journey, to reach best products in the US and Europe. It is simply “you pick, we search, buy, and delivery to your doorsteps”. You deserve to be better served

To be Customer’s Omni- Channel shopping destination with our unique service. “You deserve to be better served.”



Tojarcom



Key Points

Key Roles

Key Functionalities

Customers

- Customer is a user who will browse products from different Vendors and place Product request on Tojarcom system
- Customer can use the latest mobile number and email for sign up and login, customer must need to provide an address for completing the request.
- Customer can browse and search the product from the different vendors.
- They can filter the products and see the list of product.
- They can add the product into the cart and proceed for the next step.
- Next step would be a address selection, and make a payment.
- Customer can see the status of order and also the my orders and they can also edit the profile and change the password and deactivate the account.

Customer Service Representative (CSR)

- CSR will manage and confirm Product Request from customer and will pass it to Purchase officer.
- CSR can login using provided id and password, admin can create to csr.
- CSR will be notify about customer request and any csr can accept and reject the request. Once accepted csr can also forward this request to another csr.
- CSR will check if request is clear or not from customer, If it's not clear, CSR will clarify request with customer outside the system and update the request and then broadcast this request to PO. If request is clear from customer side CSR will broadcast it directly to PO.
- CSR can confirm this request with Customer either by Call or Message or Email.

Purchase Officer (PO)

- PO will place order to vendors website on behalf of Customer and update order details to jarcom system
- CSR can login using provided id and password, admin can create to po.
- All PO will get notified about clear request, any PO can Accept or Reject the request. Once Accepted PO can also forward request to another PO.
- PO calculate the price for request by defining 6 prices; Base price, Handling & Shipping cost, Int. Tax, Int. Shipping, Local Custom Fees, Local Clearance Fees
- Forward this request to Customer Sales Representative (CSR), All CSR will get notified. PO will also select country where this order need to get delivered. Countries can be (Jordan, UAE, KSA)
- PO will place order on vendor site or can also place order by checking products available in stock and update order number in our system received from vendor on email id,

Order Tracking Officer (OTO)

- OTO will receive notifications in case of delays related to the order. OTO will then take further manually contact the vendor and take further actions.
- OTO will then update the order status as Dispatched, Delayed, Cancelled, or No Update Yet.
- In case of a damaged product the OTO will be notified and will carry out the remaining procedure.
- OTO will take a follow up with vendors if they fail to send the return papers along with order package while delivering the order.

Vendor

- Vendors are different E-commerce websites which do not offer services in User country. Or They are all the Merchants that we buy products from.
- Vendor will deliver order to tojarcom US warehouse.

Warehouse Officer (CSO)

- CSO/WO will manage order at US warehouse and will be responsible for Shipping order from US warehouse to customer country. CSO will also manage returned orders.
- CSO will scan all the products barcode from the package received from vendor, System will update this barcode for individual products in system for specific order
- WO may create package by combining products from different orders received from Vendors.
- WO will generate AWB number by combining product barcode and order number using DHL system, Stick this AWB number and its barcode to package and scan it so system will update AWB number for each products for each order.

Logistic Officer (LO)

- LO will manage the order received from US warehouse and deliver it to customer location. LO will also play a role in failed/returned orders.
- LO will scan the AWB QR code and system will update products status to received at Jordan office and order status to either partially fulfilled or fulfilled
- LO will get option to generate Invoice, Proof of payment and Mark order as complete and Delivery failed
- LO will mark order as complete.

Delivery Boy

- DB will be responsible for delivering parcel/order to customer at their location.
- DB will go to Customer location and handover the parcel and took sign on proof of payment print and collect the payment if order was COD.

Accounting Officer

- AO will manage and confirm the billing part of the order. AO will confirm the payment from DB and update it on system.
- DB will handover the payment to AO and update received payment in system and send this order back to LO.

Admin

- Admin will be able to manage all other actors of the system and can also manage other global parameters of the system.
- Admin can login in the admin panel using email and password.
- Admin can access the dashboard, in the dashboard there are different counter and graphs are there.
- Admin can manage all users of system; customer, customer service representative, purchase office, logistic officer, warehouse office, accounting officer, vendor, delivery boy.
- Admin can see the order master with proper status.
- Admin can see the all transaction history and manage the revenue section.
- Admin can manage the my account.

Super Admin

- Business Owner - To control Admin in case an IT Manager will take care of the new system
- Super Admin can login on the platform using email and password.
- Super admin can manage the all admins those who are register with the system.
- Super admin can access all the information in the dashboard.
- Super admin can manage the transactions and account.

Technology and Tools

Web Development

Technology: Laravel - PHP Framework (V 5.1), Google APIs

Front-end: Laravel

Back-End: Angular

Database: MySQL

UI/ UX Design: Sketch



Challenges & Solutions`



Challenge:

- One of the most interesting challenges that we faced while working on the Tojarcom project was to implement the search module from different vendors.

Solution:

- We've made efficient use of the Custom or Programmable Search Engine feature offered by the Google. This allows you to develop a search engine for your blog, website, or a collection of websites.
- Using this you can code your search engine to search for web pages as well as images.

Challenge:

- Develop a way of tracking a parcel once it has been shipped by the vendor.

Solution:

- The way eCommerce websites offer a courier tracking system for each and every thing you order we offer the same with your shipments.
- We've inculcated the DHL parcel API that generates an Air Way Bill (AWB) for you to track your shipment at various stages after leaving your premises.

Fetch order & shipping details

- In this project fetching order and shipping details from the vendor platform is challenging part of this project.
- Because we need to fetch the order information from the 3rd party vendor to our platform that is bit difficult task.
- For solving this problem we are using slice api, and find the solution of this project and implement in the tojarcom platform.



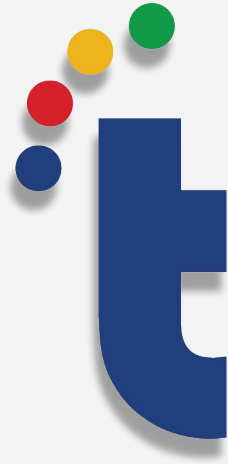
Visit Tojarcom Today



Extensions



What We do?



Web & Mobile App Development Company | Technource

‘Technource’ is an astute and ingenious software application development company, empowering clients from 25+ countries across the globe with next-generation software applications.

With nearly a decade of experience of serving start-ups and enterprises, Technource is able to devise the right software solution. Endowed with the power of Agile, we ensure performance and customer delight. Having been successfully creating exemplary web and mobile applications, Technource team has honed the craft of creating Artificial Intelligence, Augmented Reality, IoT applications that has been steering clients to attain the next level in their business. Team Technource, with its perpetual learning culture created an ecosystem where innovation and execution is immutable reality.

We Serve

- Advertising
- Education
- Financial Services & Insurance
- Food & Beverage
- Healthcare
- Hospitality
- Management & Consulting
- Media & Entertainment
- Real Estate
- Retail & E -Commerce
- Travel



Thank You

Case study prepared by: Technource