Tasks that the user will perform on SpedEx Inc. platform:	Competitor 1 - FedEx	Competitor 2 - UPS
Account executives will create an account.	Home	Home
Account executives will sign up in their account	Home	Home
Account executives will place mail delivery orders.	Shipping	Ship and under shipping
Account executives will approve requests through the platform	Info not available	Info not available
AE will use the platform to manage/overview deliveries	Profile -> Administrative tools	Tracking - > Manage business shipments
AE will use the platform to track status of the placed orders.	Tracking	Tracking
AE will manage billing and cost through the platform	My Profile -> Billing and Invoicing	My Profile -> View and Pay Bill
AE will be able to schedule a pickup	Shipping -> Schedule and Manage Pick ups	Shipping -> Schedule a Pick up
AE will be able to contact Services delivery managers through the platform (CS)	Support	Customer Service
AE will be able to provide delivery instructions.	Shipping -> Create a shipment	Quick Start -> Ship
Enterprise employees will create an account	Sign Up or Log In	Sign Up
Enterprise employees will sign up in their account	Sign Up or Log In	Log In
Enterprise employees will track status of placed orders.	Tracking	Tracking
Enterprise employees will place requests for placing an order.	info not available	Info not available
Enterprise employees and AE will be able to search in the plarform	Info not available	Info not available
Enterprise employees and AE will be able to access How to guides or Quick help information through the platform.	Support -> FedEx Service Guide	Services -> Knowledge Center
SpedEx delivery managers will be able to see customer's placed orders.	Info not available	Info not available
SpedEx delivery managers will be able approve customer orders	Info not available	Info not available
SpedEx Delivery managers will be able to see delivery drivers schedule	Info not available	Info not available
SpedEx delivery managers will be able to assign orders to delivery drivers	Info not available	Info not available
SpedEx delivery managers will be able to track the progress of a placed order	Info not available	Info not available
Delivery drivers will be able to see assigned tasks	Info not available	Info not available
Delivery drivers will be able to change the status on a delivery	Info not available	Info not available
Delivery drivers will be able to contact Delivery managers through the platform	Info not available	Info not available
Delivery drivers will be able to update their schedule in the platform.	Info not available	Info not available