

REAL TIME COURIER SERVICE MANAGEMENT SYSTEM

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This Report Presented in Partial Fulfillment of the Requirements for the Degree of
Bachelor of Science in Computer Science and Engineering.

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APPROVAL

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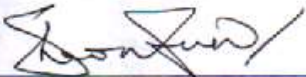
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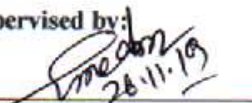
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DECLARATION

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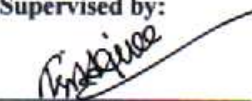
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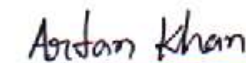
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ABSTRACT

Nowadays, several online Real Time Courier services that provide many profit to the user. An online Real Time Courier Service is a service in which Client visit at a request for their parcel. By this project we want to prepare a new open job place like Pathao, Uber and others online related services. In this Web application any one can work by registration and recognized process. I hope that one day it become many crucial work place to everybody for passing their relaxation period. This online Real time courier service is a web-based Courier Management System, which supports the high opportunity of courier services to the business and to the client. The system is getting used for day to day activities Such as booking a courier, control hub details, and control company details, method learning of Companies and good deal of option things. Online real time courier service may be custom-built to suit your business and may each of two be used as an entire system or as independent modules.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

This is a “Real Time Courier Service” project can have totally particular modules. The login section can have login/registration facility for the admin who can operate this method and on-line chase system server of Distribution and shipping details for domestic shipping. While taking order to order from its clients, it will take all the main points of its clients. Who is putting the orders and everybody the main mark for the recipient like its address locations, name, phone number. During request method, system generates a consignment range for his or her product. Through this consignment no. clients or its recipient address locations can able to track their produce from any location by using internet tracking system. This online courier System project can give data recipient with following data details - wherever the present consignment is, Till once it'll arrive its final destination, date of putting consignment note, final or finishing date to succeed in its destination etc.

1.2 Motivation of work

- This aim is to provide for web applicable delivery system to our users or any company with friendly way.
- As well providing the public and premium services to the valuable users/company with digital tracking system.
- Its advanced tracking software enables customers to track their parcel's current location anytime.

1.3 Objectives of the software:

- To build an open working source for everybody.
- To produce an integrated user friendly service-based web page whose primary preference is to satisfy user's demands and prediction
- The web application of Real Time-Courier by the highest most e-commerce and business professionals and single user besides.

1.4 Expected Outcome

Real Time Online Courier system is a web browser based system and to develop online the developer may select any kind of tools for doing it.

- The research data will be used for developing a web application.
- Users can easily find out Real Time courier services for themselves.
- It will be possible to get good courier services system at a short time with low cost. Also, there will be an insurance system. Insurance facilities will be applied when users product will be lost, stolen and accident cases.

1.5 Report Layout

Chapter 1: Introduction

This unit I have got mentioned as regards the encouragement, purpose and also the expected result for in this courier system.

Chapter 2: Background

This part of our project report I voice deliver about my project background. We tend to working together bring up the connected job, balance to alternative examinee method, and the capacity of the matter and protest of the proposal.

Chapter 3: Requirement Specification

At This part of Real Time Courier service project report we are going to regarding all the necessities like data flow diagram, collect requirements and analysis, use case model, Object modeling, State Diagram, Sequence Diagram of our project and the description of use case, the logical relational database model and therefore the style needs for our project Real Time Courier Service.

Chapter 4: Design Specification

That field of Real Time Courier Service project report we discussing total style of our system as example Front-end design, back-end design, communication layout and personification demanded. All that things are very important for this project.

Chapter 5: Implementation and Testing

At This part of the system report we contain the build method of Index, front-end designs, communication and the analysis results for real time courier system.

Chapter 6: Conclusion and Future Scope of our project

In this part of our project report I've discussed the perfecting and discuss about our project future development much need about this system update.

CHAPTER 2

BACKGROUND

2.1 Introduction

The idea behind the proposed website is to developing consistent, powerful and user – friendly that allows visitors and customers to send any kind of things as per he & she requirement, for required duration time and in any of the selected capitals. Real time courier service will provided for all people whose need to send their parcel bag, document’s and big or small gift box, etc. And real time courier service is also for the people who want to part time work and earn their free time. Along the side of their study or job.

2.2 Comparative Studies

Our executed website is disparate from the live all website’s. Every registered user can be post ads for their parcel’s and document’s. Everyone getting all kinds of courier information using this websites. The proposed courier system maintenance is smooth for users. It is not delay movement. It is very faster system and user friendly. Users easily registration and create his/her profile, login, post ads. This online real time courier system provides all kind of courier services and also delivery persons would be able to easily find their work. Example: Big or small parcel, important document, gift box, home delivery, office equipment, etc.

2.3 Scope of our Project

- It is an open working place where people do join and work.
- In our web applications where all users can interact easily with us and our supporting sites.
- Users able to easily create account and log in then they all can get access.
- Admin can distribute all users’ access for work post and view.
- Users can post work and need to information search for work.

2.4 Challenges

- Admin has to define users can get access or rejected.
- Admin control the whole database and save from unauthorized access.
- Individual work are shown to all delivery men and the user who post that work.
- There are no privacy level when it comes to posting or submitting assignments.
- Most important challenge is use Google map API access for source and destination.

2.5 Time Schedule

<i>Task</i>	<i>Time Taken</i>
Analysis about requirements	15 days
Collect project requirements	1 month
Complete design part	1.5 months
Complete coding	4 months
Test our full system	15 days
Total time	7 months

CHAPTER 3

REQUIREMENT SPECIFICATION

3.1 Real Time Courier Service work process

In This project I've built a processing model. By that we can understand or explain the whole processing of my Online Real Time Courier Service System.

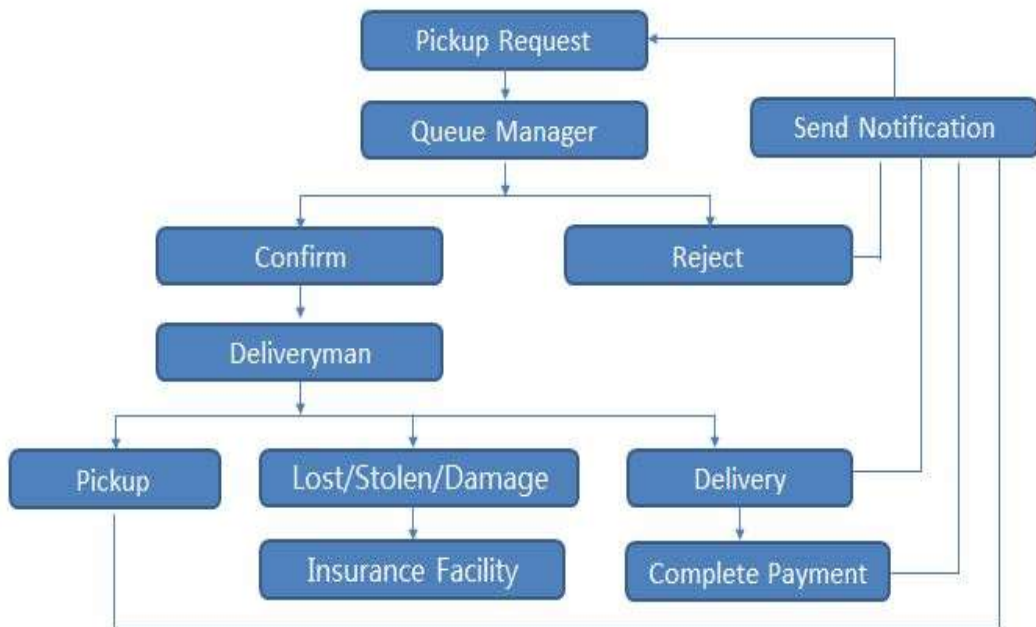


Figure 3.1: Real Time Courier Service working process

3.2 Requirement Collection & Analysis

Here we discuss about how i collect demand for our project and how we implement or instrument that requirements all through place in this software.

- I want to edit the blog post information.
- Viewing as the single blog post.
- Mention the users post separately.
- Needed to a create account for log in.
- Needed a valid email to reset the password and encourage actions.
- Admin needed the access to delete and add work and also update.
- User needed he/she work access to edit and delete work.

3.3 Use Case Modeling and Descriptions

A layout that display a set of process and actors and their relationship .use case represent system functionality, their requirements, and the requirements of the system from the user attitude.

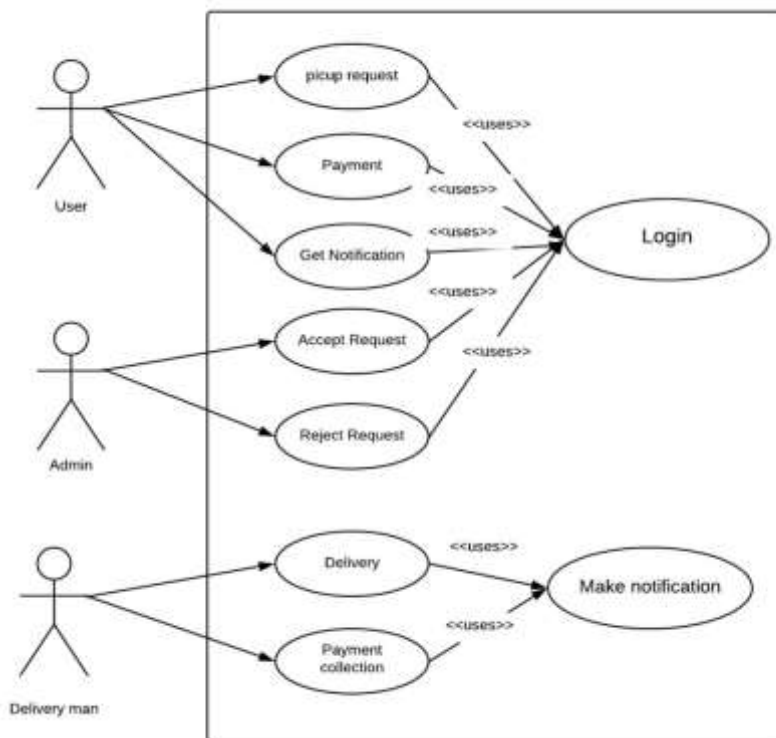


Figure 3.3: Use Case Model Diagram

3.3.1 Use Case Description

Table 3.1: Description of registration.

Process name	Registration
Primary Actor	User, delivery person
Secondary Actor	Admin
Pre-condition	Null
Scenario	* Submit valid email address * Submit password minimum of 6 character * Select a role
Post-condition	User Registration complete or failed

Table 3.2: Description of login

Process name	Login
Primary Actor	User, delivery person
Secondary Actor	Admin
Pre-condition	Registration
Scenario	* Submit valid email address * Submit password
Post-condition	User Login complete or failed

Table 3.3: Description of Pickup request

Process name	Payment
Primary Actor	User
Secondary Actor	Null
Pre-condition	Send pickup request
Scenario	* Delivery complete * Get notification * Paid payment
Post-condition	Payment complete or not

Table 3.4: Description of Payment

Process name	Pickup request
Primary Actor	User
Secondary Actor	Admin
Pre-condition	Login
Scenario	* Update source and destination address * Description * confirm
Post-condition	Request send complete or fail

Table 3.5: Description of get notification

Process name	Get notification
Primary Actor	User, Admin
Secondary Actor	Delivery men
Pre-condition	Delivery complete
Scenario	Delivery complete
Post-condition	Delivery complete or not

Table 3.6: Description of Accept request

Process name	Accept request
Primary Actor	Admin
Secondary Actor	Delivery men
Pre-condition	Login
Scenario	Show description
Post-condition	<ul style="list-style-type: none"> • Request accepted or rejected • View post

Table 3.7: Description of Reject request

Process name	Reject request
Primary Actor	Admin, user
Secondary Actor	Null
Pre-condition	Login successfully
Scenario	<ul style="list-style-type: none"> • Wrong source and destination • Complete task
Post-condition	<ul style="list-style-type: none"> • Reject request or Not • Show post

Table 3.8: Description of Delivery

Process name	Delivery
Primary Actor	Delivery man
Secondary Actor	Null
Pre-condition	Login
Scenario	<ul style="list-style-type: none"> • View work • Uncompleted task
Post-condition	Delivery Successfully done or not

Table 3.9: Use case description of Payment collection

Process name	Payment collection
Primary Actor	Delivery man
Secondary Actor	Admin
Pre-condition	Complete work
Scenario	Complete delivery successfully
Post-condition	Payment collected or not.

Table 3.10: Use case description of make notification

Process name	Make notification
Primary Actor	Delivery man
Secondary Actor	Null
Pre-condition	Login
Scenario	Complete delivery successfully
Post-condition	Make notification or failed

3.4 Entity Relationship (ER) Diagram

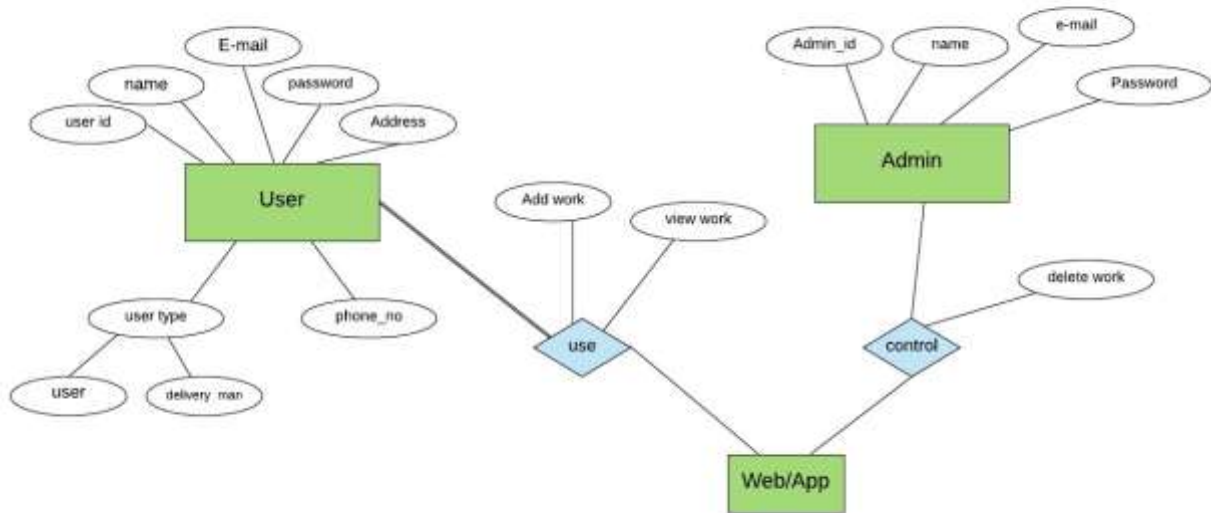


Figure 3.4: Real Time Courier Service Management System (ER) Diagram

3.5 Design Requirements

- There are 3 division of users here they are Admin, User and Delivery man both are user.
- User and Delivery man will create an account.
- User submits his/her work.
- Delivery man search location wised.
- Delivery men see all the post and get all information.
- User change or delete his/her work.
- Admin maintain all access.
- Admin can delete post.
- Every user view all post.

3.6 Object modeling

Object design is a general structure for designing report systems. It focuses in article, the behavior they execute and the information they send to one a different person to cause those behavior to be taken”.[5]

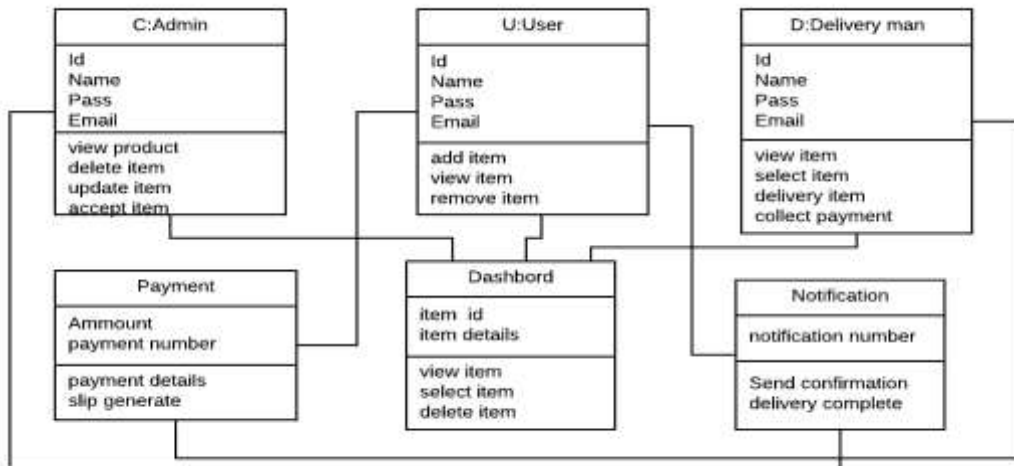


Figure 3.6: Real Time Courier Service Management Object Modeling

3.7 State Diagram

A state blue print is a type of diagram used in computer science and relevant fields to represent the behavior of systems. State diagrams lack that the system represented is composed of a fixed number of states”[6].

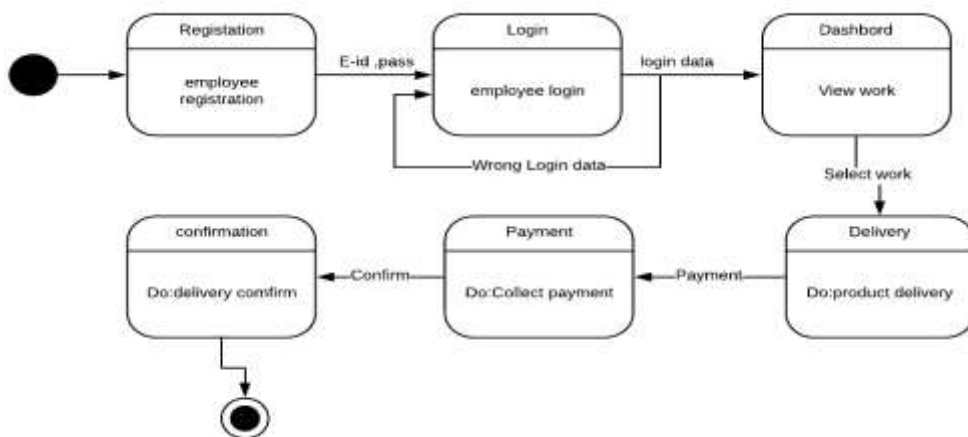


Figure 3.7: Real Time Courier Service Management System state diagram

3.8 Sequence Diagram

This sequence diagram display object cooperation organizes in time sequence. It portray the objects and classes confusing in the scenario and the array of messages exchanging between the objects needed to import out the performance of the scenario” [6].

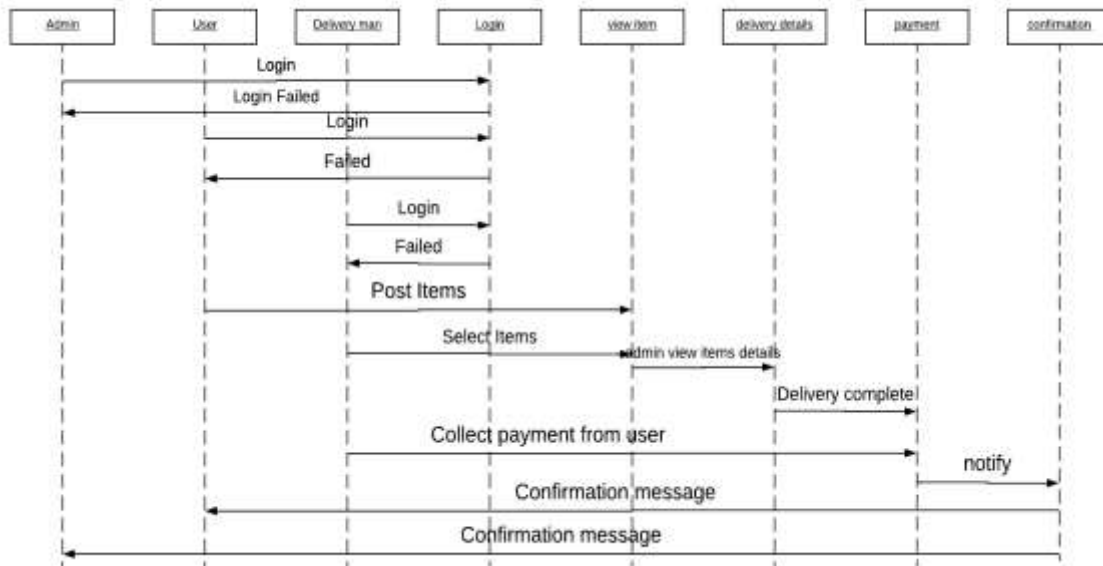


Figure 3.8: Real Time Courier Service Management System Sequence Diagram

CHAPTER 4

DESIGN SPECIFICATION

4.1 Front-end Design:

The Front-end style that the illustration of a computer code. It can be the approach of communication approach between the users and therefore the servers. Front-end style is thought as a client-side development. Within the most facet of a computer code development the foremost vital half is to style the front-end. We have a tendency to create an easy front-end style for the users to co-operate with the computer code simply. Here are some front-end style of our computer code given below.

4.1.1 Home Page

In our web page there is a menu bar, there have some option for users that is add work, view work, delete work, check work. And the delivery men also view the work .they can deliver the parcel when they view the uncompleted work.

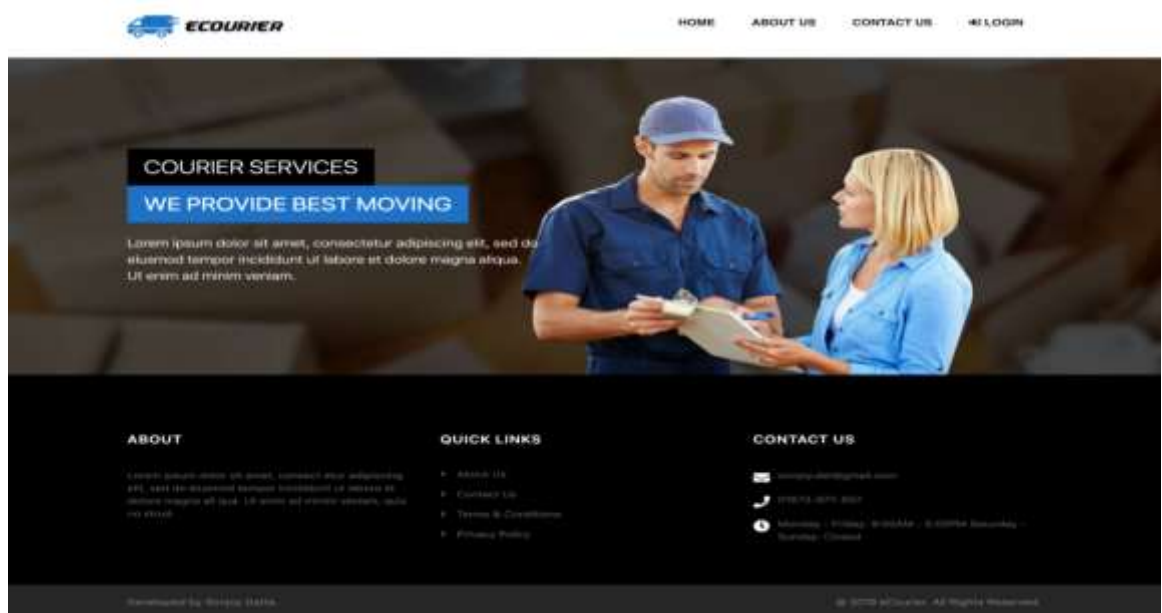
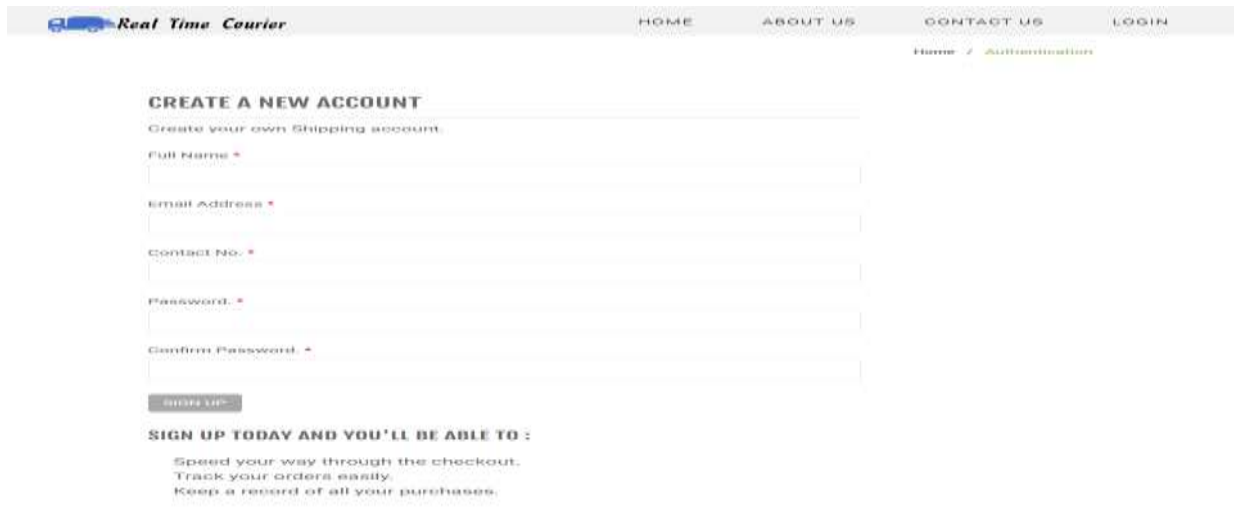


Figure 4.1: Home page in desktop layout

4.1.2 Registration page:

That is the registration page of our website. Were all users done their registration; they are user and delivery men. In registration page user need some important data for complete their registration.



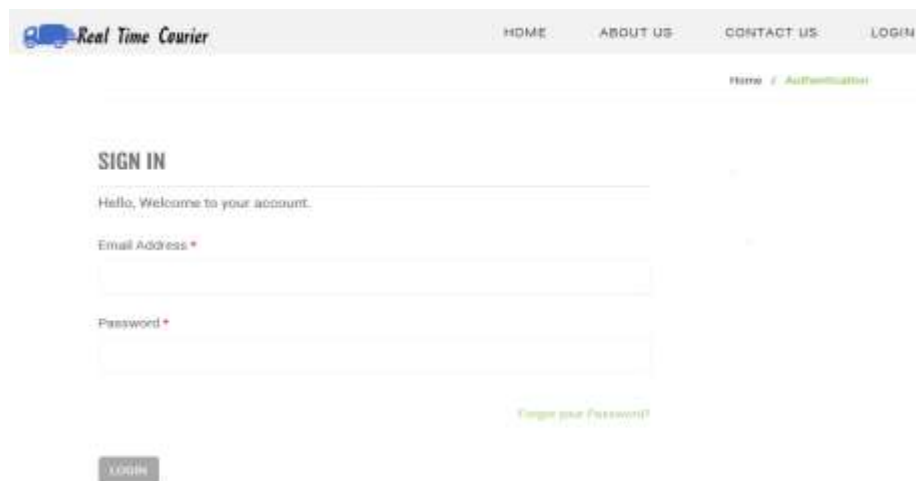
The screenshot shows the registration page for 'Real Time Courier'. The header includes the company logo and navigation links: HOME, ABOUT US, CONTACT US, and LOGIN. Below the header, there is a breadcrumb trail: Home / Authentication. The main content area is titled 'CREATE A NEW ACCOUNT' and contains the following elements:

- A sub-header: 'Create your own Shipping account.'
- Five input fields with red asterisks indicating required fields:
 - Full Name *
 - email Address *
 - Contact No. *
 - Password *
 - Confirm Password *
- A 'SIGN UP' button.
- A section titled 'SIGN UP TODAY AND YOU'LL BE ABLE TO :'
 - Speed your way through the checkout.
 - Track your orders easily.
 - Keep a record of all your purchases.

Figure 4.3: Registration

4.1.3 Login page:

Here is our web login page. The pages have the entire thing that should be in a login page. A login use a User for visit this site and a delivery boy for work.



The screenshot shows the login page for 'Real Time Courier'. The header includes the company logo and navigation links: HOME, ABOUT US, CONTACT US, and LOGIN. Below the header, there is a breadcrumb trail: Home / Authentication. The main content area is titled 'SIGN IN' and contains the following elements:

- A sub-header: 'Hello, Welcome to your account.'
- Two input fields with red asterisks indicating required fields:
 - Email Address *
 - Password *
- A 'Forgot your Password?' link.
- A 'LOGIN' button.

Figure 4.4: login page

4.2 Back-end Design:

The logical a part of a computer code implement within the back-end. It's the foremost necessary a part of a computer code. The full system depends on that. Sometimes back-end refers developer aspect. In back-end there are a unit several issue consists just like the scripting languages or the server aspect language, automatic framework, direction, security, authentication, authorization, information parsing, data confirmatory, information backups so on. We have a tendency to conjointly use java language for our website. in here all the logical factor and also the hosting web site offer us the firebase info for saving the info} information and also the work flow of the computer code” [4].

4.3 Interaction Design and UX

We planned this mobile application by using android studio and we also planned our web software using bootstrap framework. This 2 framework gives us the good optical for our project what user wants, and they give us the responsive web based application. We have to increase our user and we follow this process that is how user satisfaction with our application's user interface, usability, accessibility, in our mobile application and web based application”.

“Developer main target is to draw maximum users. For this, developers make an attractive interface that makes application more user friendly. Different types of styles are used to make better user experience.”

4.4 Implementation of Requirements

- We implemented our web application design by using java and raw PHP.
- We used Firebase for web application Database.
- When a user failed to login then it will be stored into the database.
- SQL injection needed to protect with string escaping.

- For a user validation we use java language and JavaScript.
- Cross-Site-Scripting is mandatory to verify.
- We have to prevent unauthorized user in high attach limit.
- When a user input invalid data for login or sign up then an error message will be on display.
- For specific design we have used JQuery that is very important for our web application.
- We have a website and it should be responsive, for responsive website we must use bootstrap framework.

CHAPTER 5

IMPLEMENTATION AND TESTING

5.1 Implementation of Database

Because of using web base we had to use firebase database. Firebase is the controller of data base model. For that we don't need to direct SQL query for our database to performed actions. In this model data must be check that user can be able to input data into database. We used Google firebase for DBMS. There are some tables in our DBMS which are

Users Registration Table: Information's such as full name, email, password, mobile and status like Owner and Customer are saved in this table

Password Resets Table: If users ever forget their account password, they can regain their account access by resetting password. Here a generated token and email address of that user is saved.

Ads Post Table: Information such as work type, title, division, city, information, post-date, status which that owner user is saved.

5.2 Implementation of Front-end Design

It is quite difficult make a simple UI design for the users, we try making as simple as possible. Nowadays, many people use smart phone for their work simple and they also used many other types of devices as tablets, desktop, laptop and so on. That's why we make a web base application for other users. Our website is fully responsible for all kind of devices. We make our website interface standard by using we used HTML, CSS, and JQuery for our web application" [1] [3].

Here some factors of performing the front-end design

- In this system we have 3 categories user they are Admin, user and delivery men.
- Every user should have completed their registration.
- For login user must have to use their registered email and password.
- When user forgets his/her password then they can reset their password.
- When a user wants to update his/her profile information then he must have given his/her password.

5.3 Implementation of Interactions

For our (Real Time Courier Services Management System) project implemented a user friendly interface for our user. For a user friendly interface we used icon, images, text link and button. The front end design of our web software is user friendly. Both Admin and Users and delivery men will need to create profile for access our web application.

5.4 Testing Implementation

When we implement a system then we must have it to test that system, in the test result tester can see the test result .how the system work and does the system work properly.

Table 5.1: Test case evaluation

Test Case number	Input	Expected outcome	Outcome	Result	Tested on
1.Registration	Empty name, email, status, password, mobile	Fill all the fields with valid data	Fill all the fields	Pass	05-17-2019
2. Login	Registered email and password	Successfully login	Login complete	Pass	05-17-2019
3. Password	Incorrect password	Warning the Password is incorrect	Password is incorrect	Pass	05-17-2019
4. Login	Registered email And Wrong password	Email or password is incorrect	Email or password is wrong	Pass	05-17-2019
5. Ads Post	password	Successfully Add post	Add post successfully	Pass	05-17-2019

5.5 User Acceptance Testing:

The table below summarize the test cases employed for user acceptance testing and the test result obtained for each test case” [7] [8].

Table 5.2: comparative study

1. E-courier BD	<ul style="list-style-type: none">• Only have website• Offline service• They don't have mobile application• Not open work source
2. sonarcourier.com	<ul style="list-style-type: none">• Only have website• Offline service• They don't have mobile application• Not open work source
3. rapido.com	<ul style="list-style-type: none">• Only have website• Offline service• They don't have mobile application• Not open work source

Questions for some users:

1. UI was user friendly?
2. Do you think you found the two or more information you needed as expected?
3. Do you think current system was easier than other system?

Answer:

Table 5.3: user study result

User	Question1	Question2	Question3
1	yes	yes	yes
2	no	yes	yes
3	yes	yes	yes
4	yes	yes	no
5	yes	yes	yes
6	no	yes	yes
7	yes	yes	no

5.6 Test Results and Reports

The test report must be clear and the report will be in a particular manner, which bargains a chance to calculation testing results fast. This is the final document that records the data from associative analysis in an organized manner, it recounts to the system environmental condition, it's compare the check result with the check objectives.

The test report is very important for known that the system we implement that is ready or not for work. The testing data will be recorded by a document from an analysis experiment .the system will run various test..

When a system will passed the all test then the system will be able to launch so the end of test we can carry our system test result as benefit of testing.

- The quality of our website is very good.
- The system of our website is more easier to other system for use.
- Our web base application is very acceptable by user.
- It is very easy for new user.
- Good UI for interaction.

CHAPTER 6

CONCLUSION AND FUTURE SCOPE

6.1 Discussion and Conclusion

- Web based application is the magic of today's world.
- The object of "Real Time Courier Services Management System" project is to harness the power of internet for our practical and potential one.
- The basic idea of this project is to explain the fundamental concepts of C2B (Customer to business) services.
- We hope that the users as well as the companies would maximum utilize of our project

We keep on adding new facilities which would make it very useful for other discipline persons among other industries

6.2 Scope for Further Developments

We have some limitation now soon we will try to reduce our limitation as much as possible.

- Provide nationwide service. Initially, it will work based on Dhaka city only.
- Online payment system integration. Initially, it will work with local payments/cash on delivery.
- Integrate live chat to solve problem quickly.
- Available 24/7 365 days a year.

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APPENDIX

Project Reflection:

This project “Real Time Courier Service Management System” will be very helpful for both admin and users to communicate. The user will be more facilities for need to take a parcel in anywhere in Dhaka city. User will take proper information of she/he want for courier. Our admin and delivery men will be work together and they will be available to contact with each other when they need to talk for the work and they will solve the entire problem of our courier system and they also maintain their make a good relationship and make a good understanding for future.

Courier Service Report

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