



Daffodil
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Online courier Service

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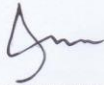
The project report has been submitted in fulfillment of the requirements for the degree of
Bachelor of Science in Software Engineering Department.

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APPROVAL

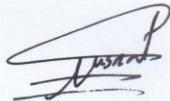
This project titled on "Online Courier Service", submitted by Md. Sajjadul Islam, ID: 172-35-2088 to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of Bachelor of Science in Software Engineering and approval as to its style and contents.

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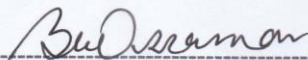
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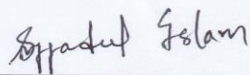
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ACKNOWLEDGEMENT

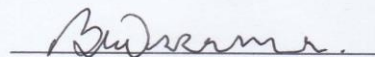
First of all, I am grateful to The Almighty Allah for making me eligible to complete this work. After that I would like to thank my supervisor Mr. Khalid Been Badruzzaman Biplob Lecturer (Senior Scale), Department of Software Engineering, Daffodil International University. I am extremely thankful for his skill, sincere and valuable guidance and encouragement extended towards me. I would like to express my heartiest thanks to Dr. Imran Mahmud, Associate Professor and Head In-Charge of Software Engineering Department for his continuous encouragement. I would also like to thank all the faculty members of the Department of Software Engineering Department for their assistance and encouragement. Last but not the least, I would like to thank my parents for their unconditional love and support and care.

DECLARATION

I hereby declare that project titled "Online Courier Services" has been completed by me under the supervisor of Mr. Khalid Been Badruzzaman Biplob, Lecturer of Software Engineering Daffodil International University for the purpose of achieving degree of Bachelor of Science form Daffodil International University. This is also declared by me that neither this project nor any part of this project has been used or submitted elsewhere for any kind of degree or awards.



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ABSTRACT

The main objective of this application is to make courier branch offices located at several places as Online. It is helpful to identify where a particular courier is at particular time and make decision quickly if delay occurs nothing but tracking service. It also makes the work very easy in branch offices to transfer information to other offices or administrator. Customer can also find the status of the courier through Online. Administrator can use the service for the recruitment of franchises through online. Administrator can perform several activities like recruiting franchises, updating the information. Information about Transportation, branch offices, employees, customers, types of couriers, franchises etc., are available for the administrator who can manage all the information.

Branch officers can perform several activities like updating information about courier delivery status reports, make courier bookings. Information about the employees working in a branch office, information about nearby franchises is also available for branch officers.

Customers can find the status of the courier through Online. Information about shipment details is also available for the customer.

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CHAPTER 1: INTRODUCTION

1.1 Overview

The courier services we currently have in our country are very solo. And many problems are to be encountered. As we have to find all courier services, then we have to go there and come up with the product. Which is very difficult for us. So we are doing this service online system to solve this problem. So you don't have to leave the house anymore for your service. Because here you are now send and receive your products at home. That's maintain our courier boy. And your product will be delivered to us at 99% Careful. So now your courier service is much easier for you.

1.2 purpose

Need for this project is to automate the manual system and reduce the costs associated with the manual system. Manual system is a paper based system wherein which every activity related to courier service managed over a paper and activities among various branches are co-ordinate through fax and phone calls. Manually recording the courier related details, shipment details cause various error sand ambiguity among the shipment records. Manual recording involve slot of time and effort, which takes away concentration on the customers.

Even customers are unclear about their shipment details, until they get a notification from the receiver. In order to reduce all these overheads associated with manual courier management system, this new web-based online courier service system is being developed.

Advantages of the New System

1. I.Reducedcostsassociatedwithpaperbasedstorageofcourierrelateddata
2. Reduced error sand costs associated with the shipments of courier service
3. Manage franchise applications online
4. Integrated activities across various branch locations of the courier service
5. Maintain integrity among the data

1.3 Background

A Courier company is one which delivers messages, packages and mail and is known for their speed, security, and specialization. A courier service was developed to offer a faster and more secure alternative to the usual mail service that had been the only delivery service for so long. But at present our courier service not provide online service. So our goal in developing this application is to free people from the time and effort. Because time is short but art is long. And also this is our first online courier service in Bangladesh for hassle free service for users. Here user send and received products at home. That's why the user could save his time easily

1.4 Objective

Main objective or goal of this project is to develop a web-based courier system . This project automates a manual system of courier management . New system online courier service which is being developed is intended to automate the courier management process. New system is going to be a web based system. This new web-based system can be made accessible across various branch location sand franchise locations at a very low cost. System is thought to be made as a web-based in order to reduce the installation over head, costs, compatibility is sues that are associated with standalone system. New web-based online Courier Service system can be acceses on any computer having an internet connection, irrespective various other requirements such as memory, operating system etc. This new system offers all the services that manual system offered and in addition provides various services like shipment tracking add/remove new courier service, manage franchise applications etc

1.5 stakeholder

Our project stakeholders are following people.

- User
- Admin
- Delivery boy

1.6 PROJECT PLAN

Task name	Resource name	Start	Finish	Duration(days)
Planning	PM, BA	04/09/2021	14/09/2021	10
Requirement	RE,RA	15/09/2021	26/09/2021	12
System design	UI design	27/09/2021	14/10/2021	18
Database design	DB design	15/10/2021	01/11/2021	15
Development	Develop	02/11/2021	17/12/2021	45
Testing	Test	18/12/2021	23/12/2021	5
Implementation	Implementation	24/12/2021	29/12/2021	5
Delivery	PM, implementation	30/12/2021	31/12/2021	1

Table 1.1 Project Plan

1.7 MILESTONES

Task no	Task name	Duration
01	Planning	10
02	Requirement gathering and analysis	12
03	System design	18
04	Database design	15
05	Development	45
06	Testing	5
07	Implementation	5
08	Relies	1
		111

Table 2.2: Project Plan Milestones

CHAPTER 2: SOFTWARE REQUIREMENT SPECIFICATION

2.1 Functional Requirements

Functionality requirements refer to the functions included in the system to understand the functionality requirements application. If an application is created, then of course functional requirements are required. Here I am going to discuss the functional requirements of the “Online courier system”.

2.1.1 Create account

FR-01	Create account
Descriptions	Admin , User and delivery boy register their information for authentication
Stakeholders	User, Admin, Delivery boy
Priority	High

Table 2 .1: Create account

2.1.2 Login

FR-02	Login
Descriptions	Admin , User and delivery boy logged in when they access the system
Stakeholders	User, Admin, Delivery boy
Priority	High

Table 2 .2: Login

2.1.3 Edit profile

FR-03	Edit profile
Descriptions	Admin , User and delivery boy can edit there profile
Stakeholders	User, Admin, Delivery boy
Priority	High

Table 2 .3: Edit profile

2.1.4 Courier send request

FR-04	Courier send request
Descriptions	User can parcel courier ,firstly user can send courier request
Stakeholders	User
Priority	High

Table 2 .4: Courier send request

2.1.5 Courier Details

FR-05	Courier Details
Descriptions	if user can send courier request then user can fill up courier details
Stakeholders	User
Priority	High

Table 2.5: Courier Details

2.1.6 View delivery charge

FR-06	View delivery charge
Descriptions	User can view delivery charge for there parcel courier
Stakeholders	User
Priority	High

Table 2.6: View delivery charge

2.1.7 Make payment

FR-07	Make payment
Descriptions	User can payment there delivery charge for parcel courier
Stakeholders	User
Priority	High

Table 2.7: Make payment

2.1.8 Live track

FR-08	Live track
Descriptions	User can there parcel destination
Stakeholders	User
Priority	High

Table 2.8: Live track

2.1.9 Manage order

FR-09	Manage order
Descriptions	Admin can check courier request and delete request
Stakeholders	Admin
Priority	High

Table 2. 9: Manage order

2.1.10 Update packet status

FR-10	Update packet status
Descriptions	Admin can check there parcel id and add hub
Stakeholders	Admin
Priority	High

Table 2.10: Update packet status

2.1.11 Change delivery charge

FR-11	Change delivery charge
Descriptions	Admin can change delivery charge for hub destination
Stakeholders	Admin
Priority	High

Table 2. 11: Change delivery charge

2.1.12 Check delivery address

FR-12	Check delivery address
Descriptions	Delivery boy can check parcel address
Stakeholders	Delivery boy
Priority	High

Table 2.12: Check delivery address

2.1.13 Check courier

FR-13	Check courier
Descriptions	Delivery boy can check courier details
Stakeholders	Delivery boy
Priority	High

Table 2.13: Check courier

2.1.14 Check customer

FR-14	Check customer
Descriptions	Delivery boy can check customer destination details
Stakeholders	Delivery boy
Priority	High

Table 2 .14: Check customer

2.2 Non-Functional Requirements

2.2.1 Page change within one sec

FR-1	Page change within one sec
Descriptions	Each page will respond within one second.
Stakeholders	Admin ,User & Delivery boy

Table 2. 15: Page change within one sec

2.2.2 Always update the system

FR-2	Always update the system
Descriptions	Admin update the system and notify the users& delivery boy and through email.
Stakeholders	Admin

Table 2. 16: Always update the system

2.2.3 Security

FR-3	Security
Descriptions	System will be available to users & delivery boy in both offline and online with condition.
Stakeholders	Admin, User & Delivery boy

Table 2. 17: Security

2.2.4 Bug recover

FR-4	Bug recover
Descriptions	If any kind of bugs found then it will be fixed soon.
Stakeholders	Admin

Table 2. 18: Bug recover

2.2.5 Update information will be shown

FR-5	Update information will be shown
Descriptions	Update information will be shown on the home page or landing page to any user.
Stakeholders	Admin ,User & Delivery boy

Table 2. 19: Update information will be shown

2.1 Security Requirements

- SR-01: Log In as a Admin.
- SR-02: Log In as a User .

2.1.1 Access

Requirements This

system provides access

to-

- Different modules
- To the authenticated user

2.2 Usability and Human Integrity Requirement

The system is easy to use for all the end users.

2.3 Data Validation

In this stage all data are tested for validation.

2.4 User Interface Design

It is important to consult the system user about the necessities for user interface design.

CHAPTER 3: REQUIREMENT ANALYSIS

3.1 USE CASE DIAGRAM

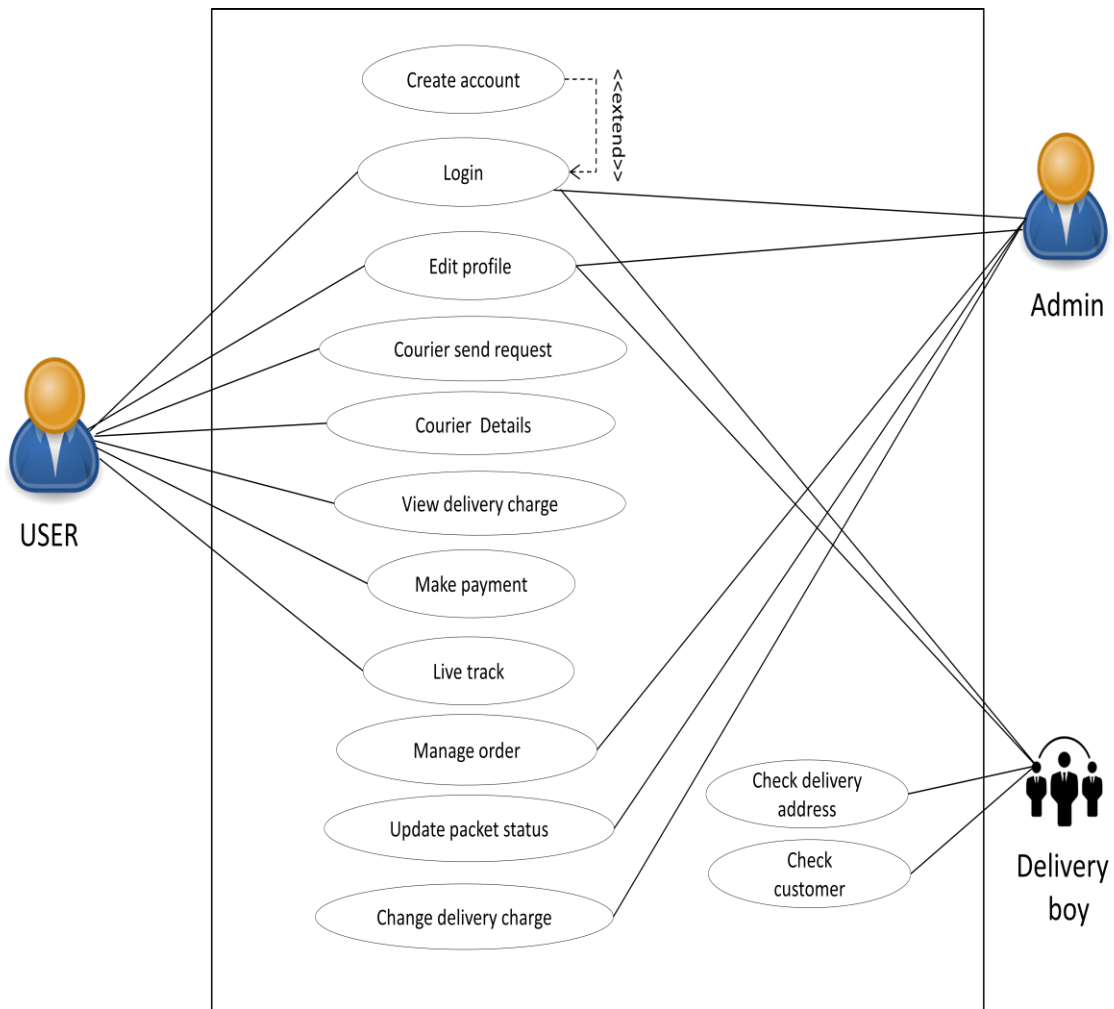


Figure 3. 1: Update information will be shown

3.2 USE CASE DESCRIPTION

3.1.1 Create account

Use case title	Create account
Goal	insert admin, user and delivery boy information into database
Precondition	A valid information
Success and End Condition	Create account successfully
Failed End Condition	can't store data in database
Primary actors	Admin, user, delivery boy
Secondary actors	system
Triggers	Create account
Description	User or admin or delivery boy enter valid username, email, password and valid information in the registration field
Alternative flows	N/A
Quality requirements	N/A

Table 3. 1: Create account

3.1.2 Login

Use case title	Login
Goal	Login in successfully
Precondition	User Admin and delivery boy have to a enter a valid email and password
Success and End Condition	Login in successfully
Failed End Condition	Login failed
Primary actors	Admin, user, delivery boy
Secondary actors	
Triggers	Manage application
Description	User or Admin or delivery boy have to a enter a valid email and password to enter to the system
Alternative flows	N/A
Quality requirements	N/A

Table 3. 2: Login

3.1.3 Edit profile

Use case title	Edit profile
Goal	Successfully edit profile admin ,user and delivery boy id
Precondition	User Admin and delivery boy have to a enter a information
Success and End Condition	successfully change profile information
Failed End Condition	Action not complete
Primary actors	Admin, user, delivery boy
Secondary actors	
Triggers	Edit profile
Description	User, Admin and delivery boy have to enter a change valid information
Alternative flows	N/A
Quality requirements	N/A

Table 3. 3: Edit profile

3.1.4 Courier send request

Use case title	Courier send request
Goal	Successful store all the information to a product courier
Precondition	customer can enter this feature
Success and End Condition	successfully to send courier request
Failed End Condition	Failed to Courier send request
Primary actors	User
Secondary actors	
Triggers	Courier send request
Description	customer can enter this feature and all action complete to a product courier
Alternative flows	N/A
Quality requirements	N/A

Table 3. 4: Courier send request

3.1.5 Courier Details

Use case title	Courier Details
Goal	successfully view courier details
Precondition	must be requested courier
Success and End Condition	successfully view courier details
Failed End Condition	Failed to Courier Details
Primary actors	User
Secondary actors	
Triggers	Courier Details
Description	customer can enter this feature and view courier Details
Alternative flows	N/A
Quality requirements	N/A

Table 3. 5: Courier Details

3.1.6 View delivery charge

Use case title	View delivery charge
Goal	successfully view delivery charge
Precondition	Must be complete courier send request future
Success and End Condition	successfully delivery charge
Failed End Condition	Action not complete
Primary actors	User
Secondary actors	
Triggers	View delivery charge
Description	customer can enter this feature and View delivery charge
Alternative flows	N/A
Quality requirements	N/A

Table 3. 6: Courier Details

3.1.7 Make payment

Use case title	Make payment
Goal	successfully payment
Precondition	Must be complete courier send request feature
Success and End Condition	successfully delivery charge
Failed End Condition	Action not complete
Primary actors	User
Secondary actors	
Triggers	Make payment
Description	customer can enter this feature and all action complete to make payment
Alternative flows	N/A
Quality requirements	N/A

Table 3. 7: Make payment

3.1.8 Live track

Use case title	Live track
Goal	Successfully product live track
Precondition	Must be login the side
Success and End Condition	Successfully product live track
Failed End Condition	failed to be feature
Primary actors	User
Secondary actors	
Triggers	Live track
Description	customer can enter this feature and all action complete to be live track
Alternative flows	N/A
Quality requirements	N/A

Table 3. 8: Live track

3.1.9 Manage order

Use case title	Manage order
Goal	Successfully manage order
Precondition	must be login
Success and End Condition	Successfully manage order
Failed End Condition	failed to manage order
Primary actors	Admin
Secondary actors	
Triggers	Manage order
Description	Admin to be login the site ,enter this feature and manage the order
Alternative flows	N/A
Quality requirements	N/A

Table 3. 9: Manage order

3.1.10 Update packet status

Use case title	Update packet status
Goal	Successfully to update packet status
Precondition	Admin must be login
Success and End Condition	Successfully to update packet status
Failed End Condition	Failed to be feature
Primary actors	Admin
Secondary actors	
Triggers	Update packet status
Description	Admin to be login the site and will update the information of the packet going from hub to other hub
Alternative flows	N/A
Quality requirements	N/A

Table 3. 10: Update packet status

3.1.11 Change delivery charge

Use case title	Change delivery charge
Goal	Successfully to change delivery charge
Precondition	Admin must be login
Success and End Condition	Successfully to be feature
Failed End Condition	Failed to be feature
Primary actors	Admin
Secondary actors	
Triggers	Change delivery charge
Description	Admin to be login the site and change delivery charge according to distance
Alternative flows	N/A
Quality requirements	N/A

Table 3. 11: Change delivery charge

3.1.12 Check delivery address

Use case title	Check delivery address
Goal	Successfully to check delivery address
Precondition	Must be login the site
Success and End Condition	Successfully to be feature
Failed End Condition	Failed to be feature
Primary actors	Delivery boy
Secondary actors	
Triggers	Check delivery address
Description	Delivery boy to be login the site and check delivery address
Alternative flows	N/A
Quality requirements	N/A

Table 3. 12: Check delivery address

3.1.13 Check customer

Use case title	Check customer
Goal	Successfully to check customer
Precondition	Must be login the site
Success and End Condition	Successfully to be feature
Failed End Condition	Failed to be feature
Primary actors	Delivery boy
Secondary actors	
Triggers	Check customer
Description	Delivery boy to be login the site and check customer
Alternative flows	N/A
Quality requirements	N/A

Table 3. 13: Check delivery address

3.3 ACTIVITY DIAGRAM

3.3.1 Login and registration

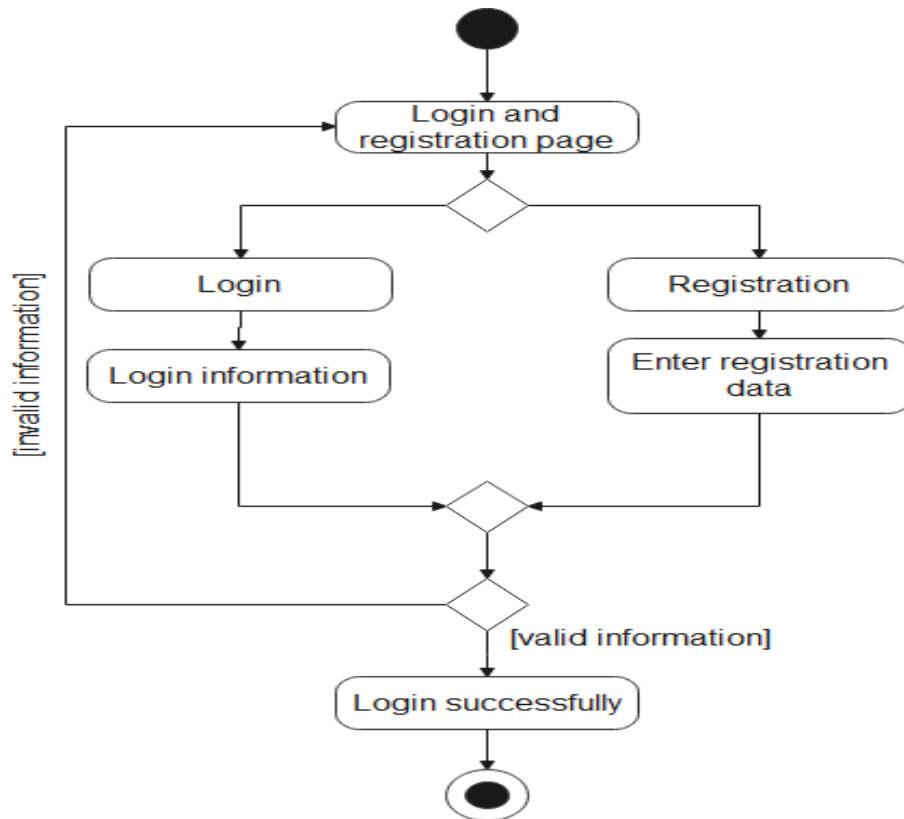


Figure 3. 1: Login and registration

3.3.2 Courier send request:

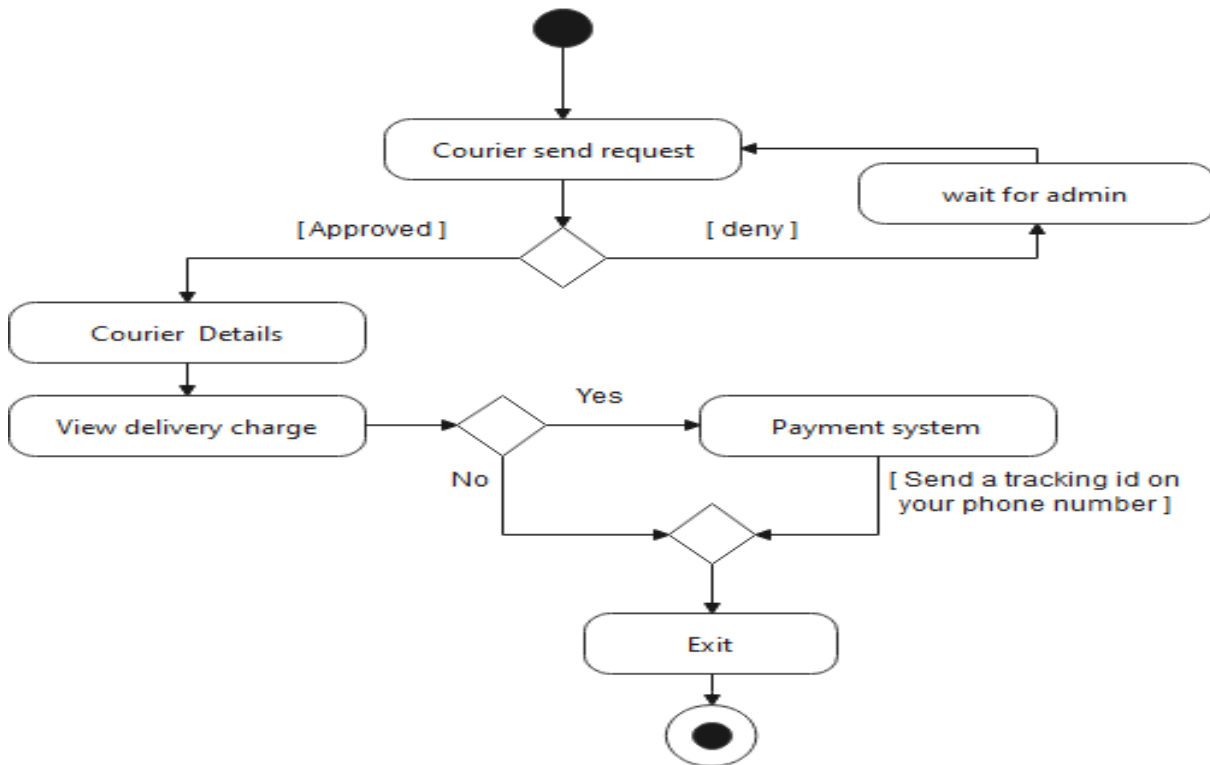


Figure 3. 1: Courier send request

3.3.3 Live track

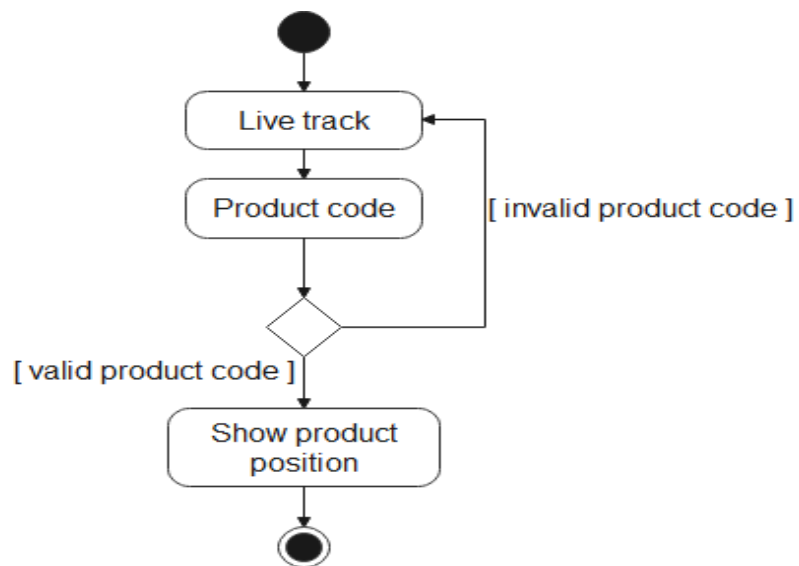


Figure 3. 2: live track

3.3.4 Edit profile

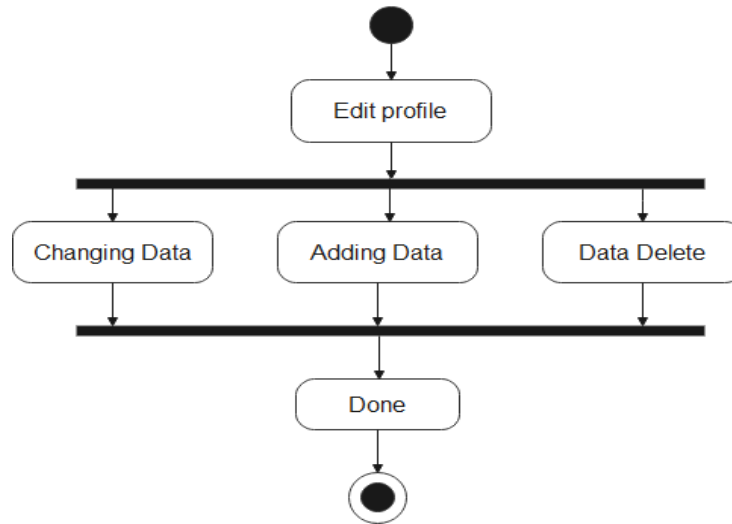


Figure 3. 4: Edit profile

3.3.5 Manage order

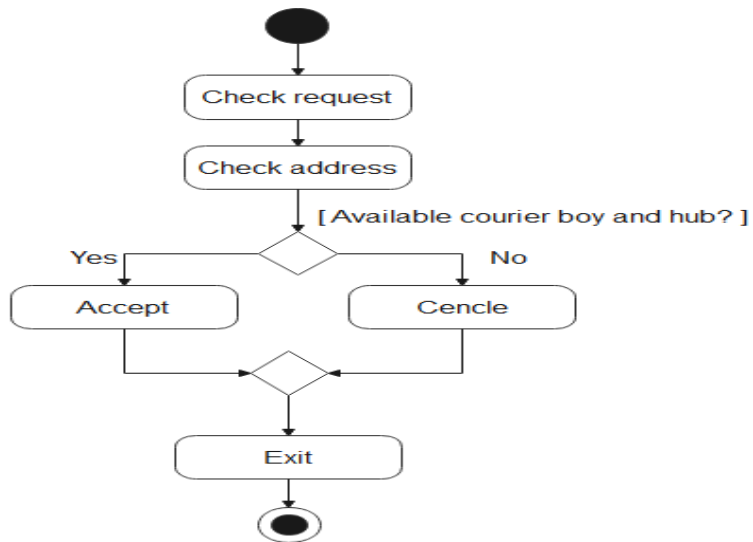


Figure 3.5: Manage order

3.3.6 Change delivery charge

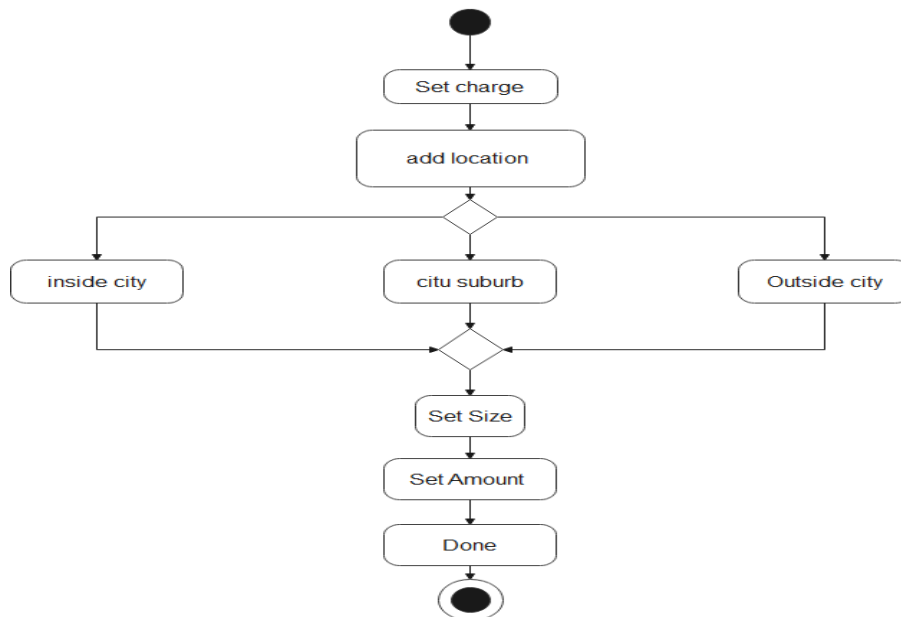


Figure 3.6: Change delivery charge

3.3.7 Update packet status

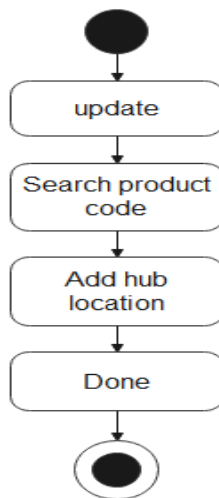


Figure 3.7: Update packet status

3.3.8 Check customer & Check delivery address

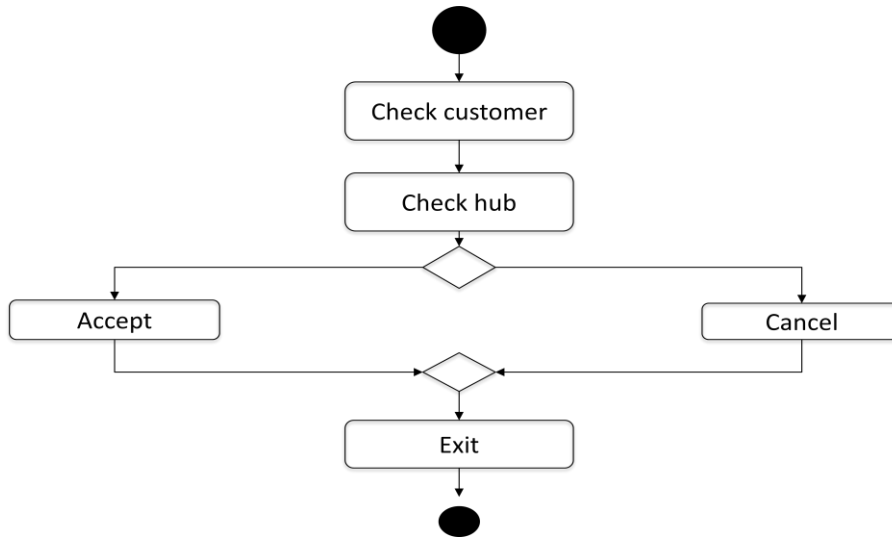


Figure 3.8: Check customer & Check delivery address

3.4 SEQUENCE DIAGRAM

3.4.1 Create account

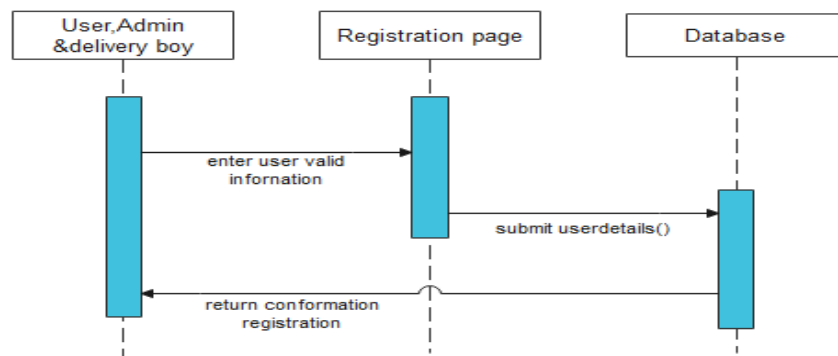


Figure 3. 9: Create account

3.4.2 Login

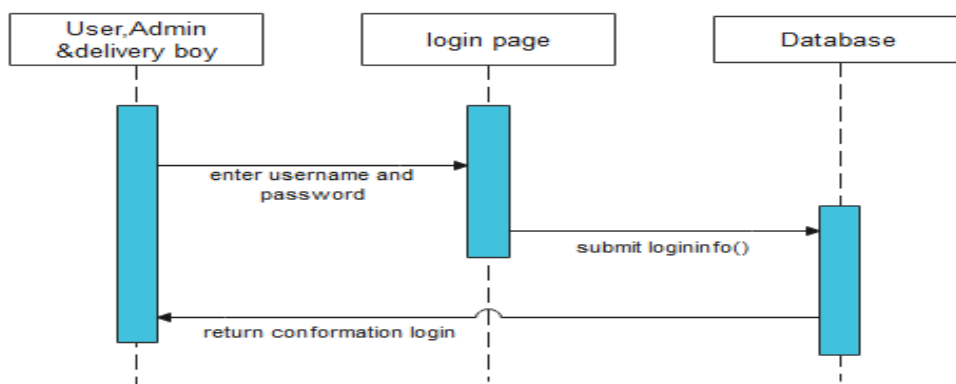


Figure 3. 10: login

3.4.3 Edit profile

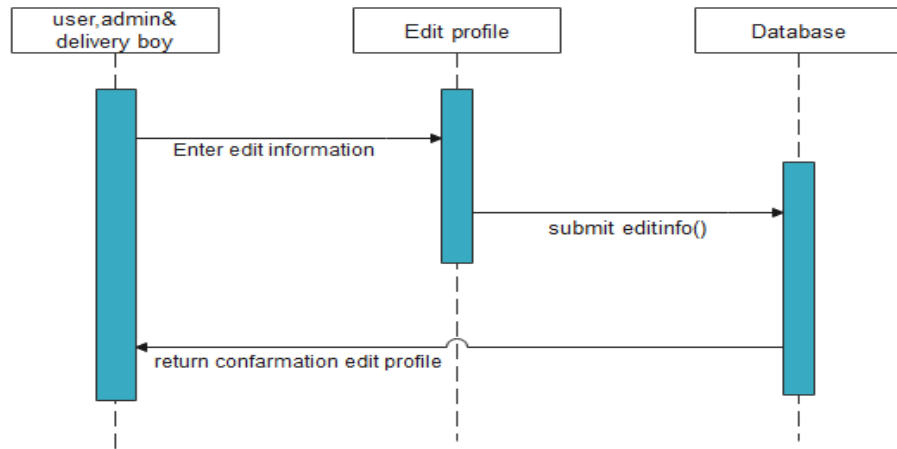


Figure 3. 11: Edit profile

3.4.4 User Courier (User)

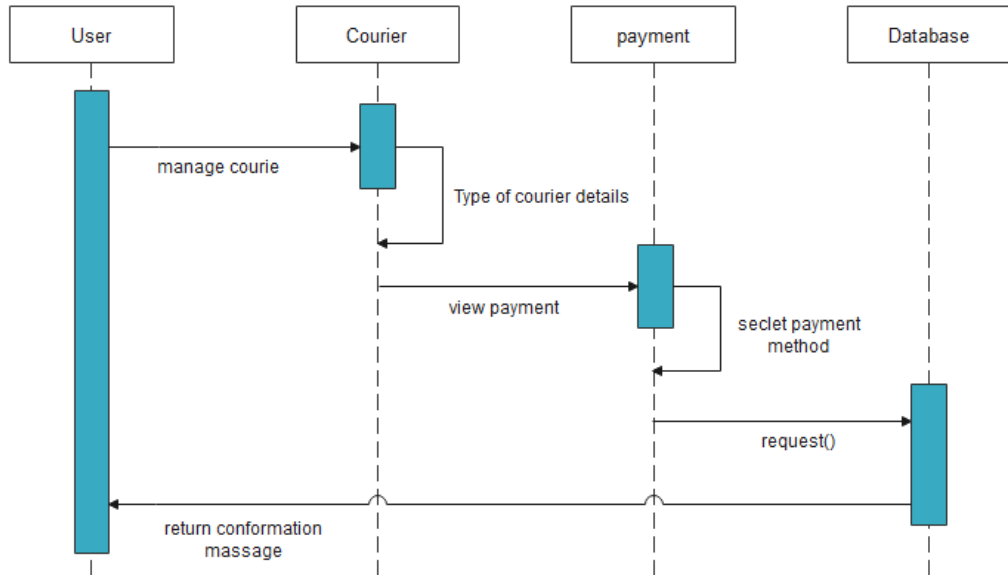


Figure 3. 12: User courier

3.4.5 Live track (User)

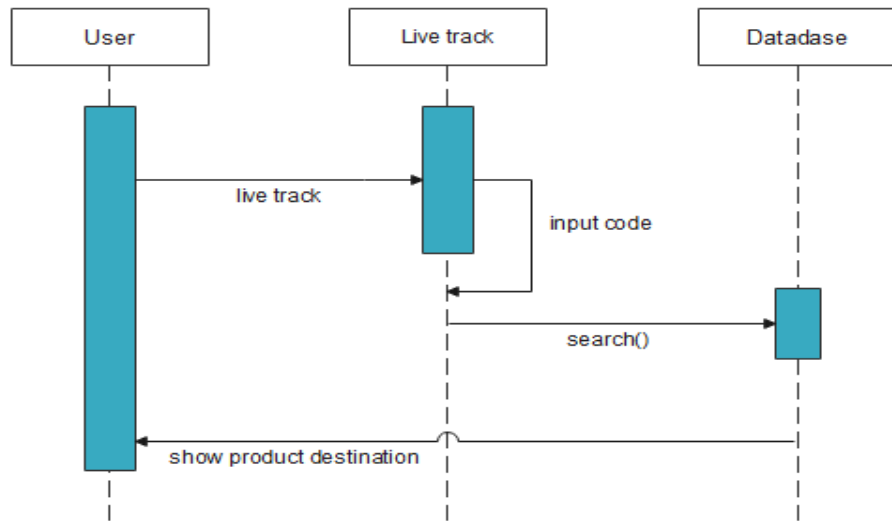


Figure 3. 13: Live track

3.4.6 Manage order (Admin)

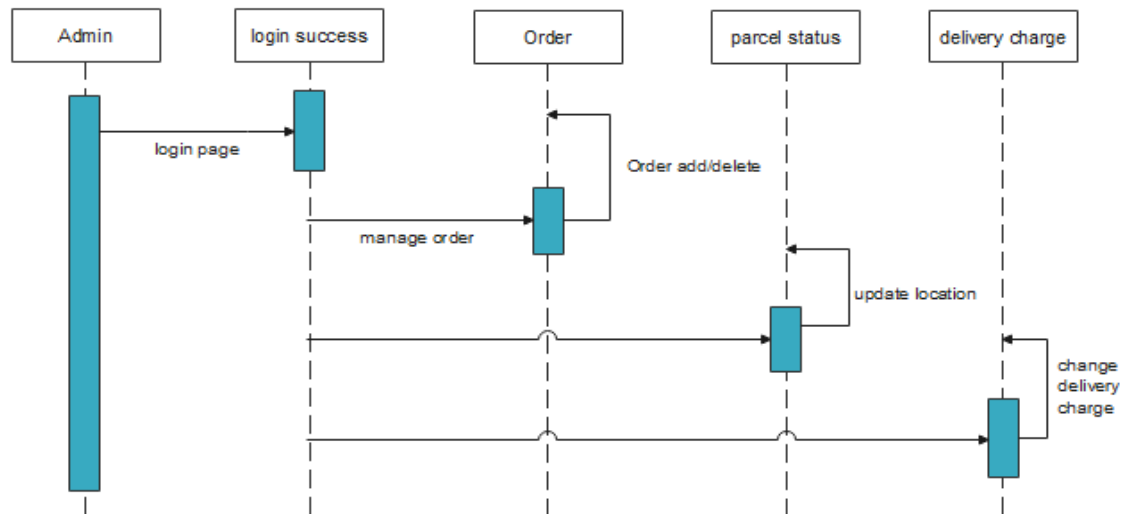


Figure 3. 14: Manage order

3.4.7 Customer check && Check delivery address (Delivery boy)

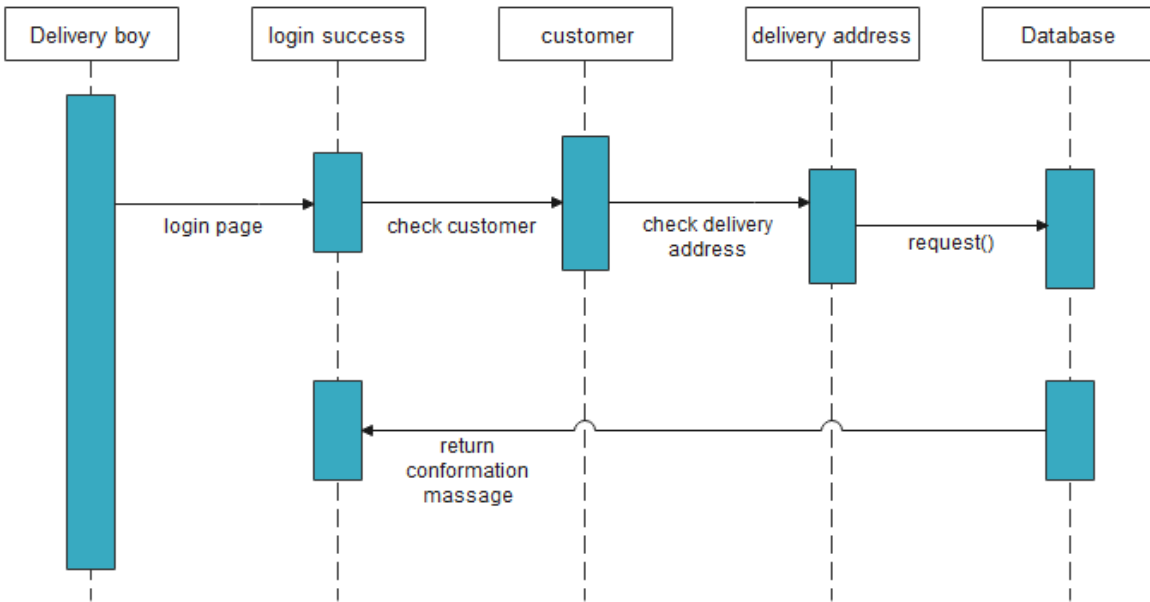


Figure 3. 15: customer check and check delivery address

3.5 Class diagram

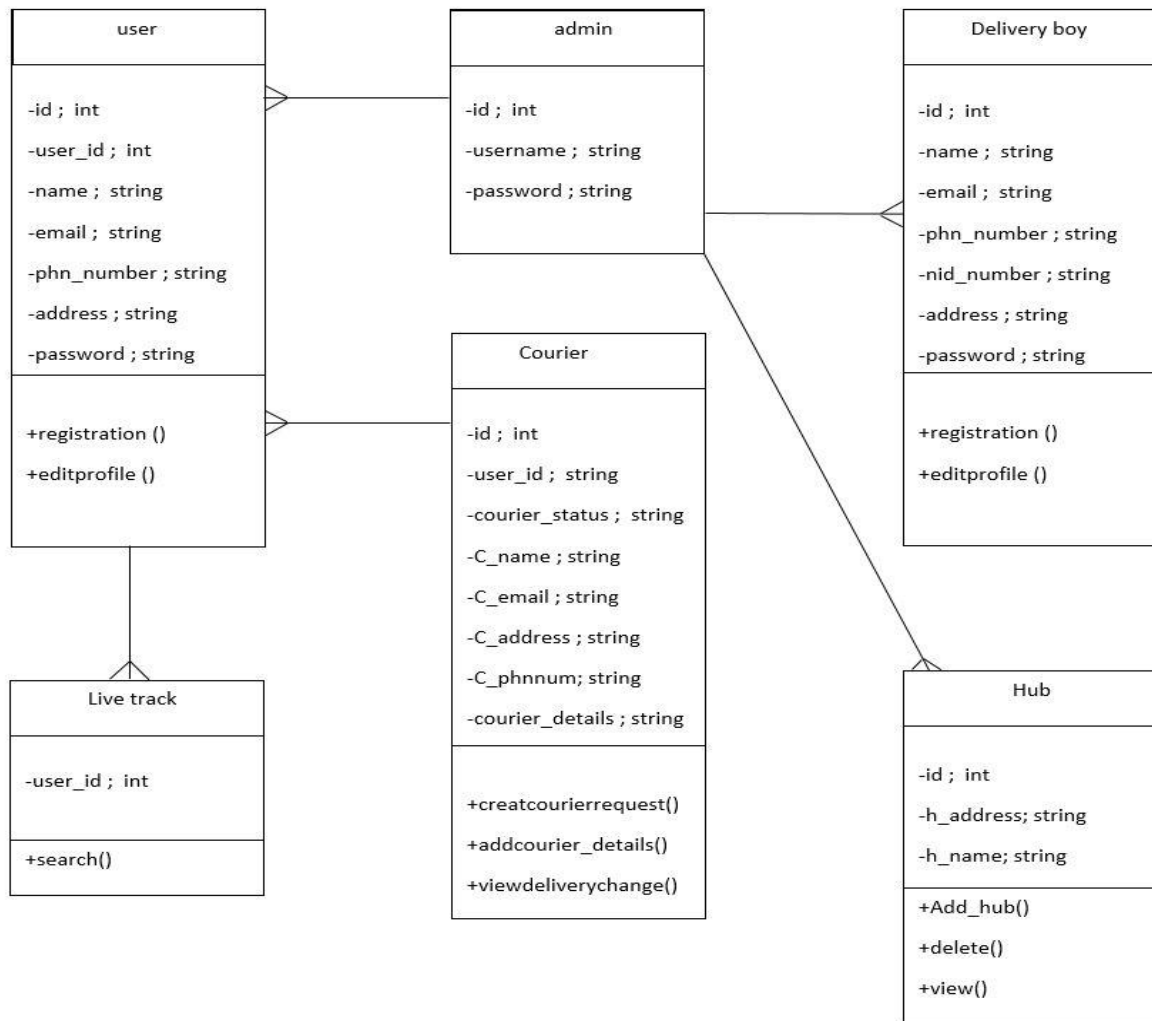


Figure 3. 16: Class diagram

3.6 ENTITY RELATIONSHIPDIAGRAM

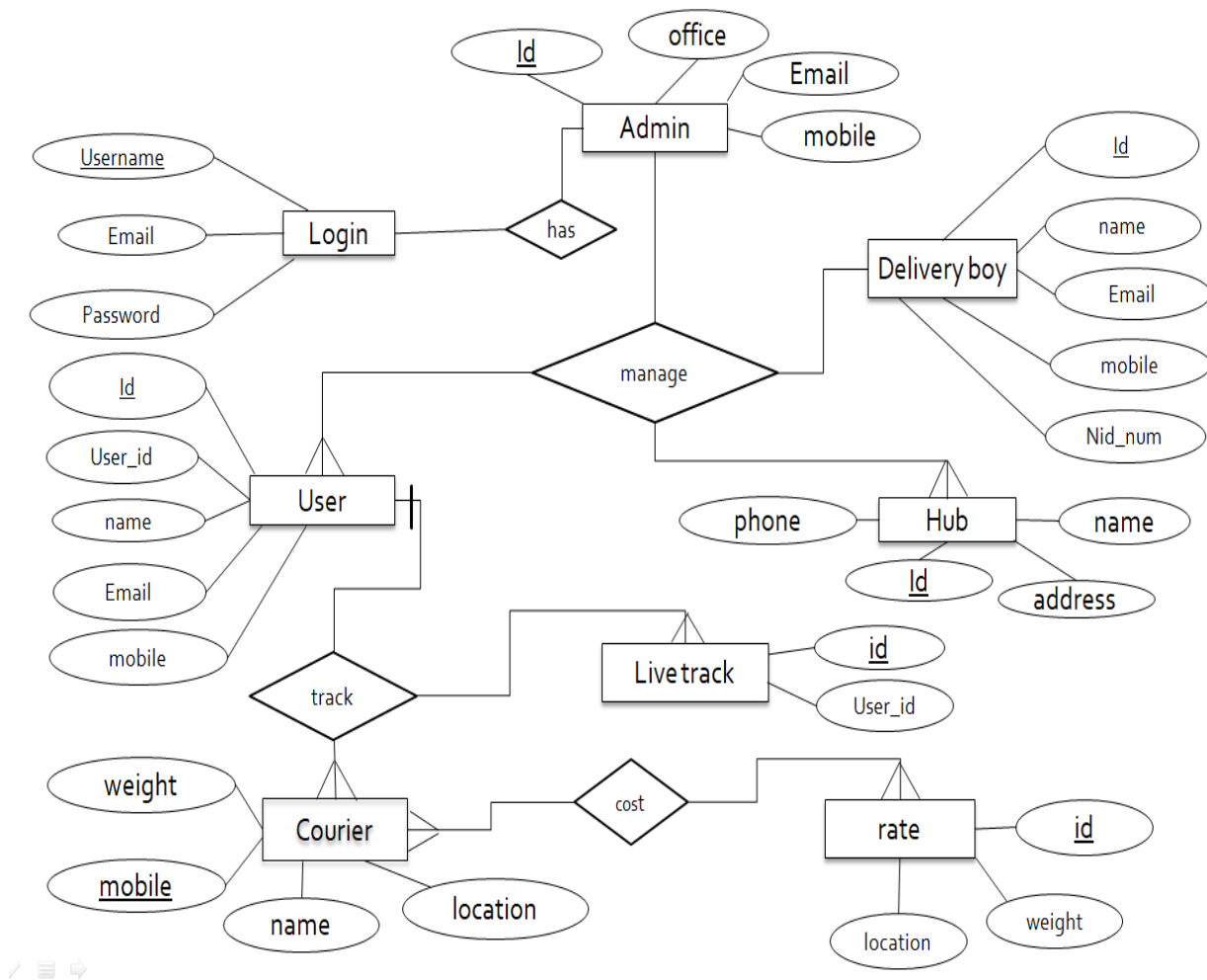


Figure 3. 17: entity relationship diagram

CHAPTER 4: Testing

4.1 Testing Features

4.1.1 Features to be tested

- Registration
- Login
- courier send request
- live track

4.1.2 Features not to be tested

This is necessary to identify the featured that need not to be tested because it helps to avoid unnecessary confusions if some part should be tested or not.

4.2 Testcase

4.2.1 Test case Module-1 for Registration

Test case ID- TC01	Test design by- Sajjadul
Test priority: High	Test design date: 18-12-2021
Module name: Registration	Test execute by: Sajjadul
Description: This section covers the functionality of registering new users.	Test execute date :19-12-2021

Precondition: User has no precondition.

Dependencies: Enter input required information.

Step	Test case	Test data	Expected result	P/F	Actual result
1	Enter empty value for any required filed		Display error message	p	Display error message
2	Enter different email format instead of <u>xyz@gmail.com</u>	test@gmail <u>si@gmail.com</u>	Display error message “Invalid Email Address”	p	Display error message “Invalid Email Address”
3	Enter existing email	<u>bappi@gmail.com</u>	Display error message “Email already exist”	p	Display error message “Email already exist”
4	New user registration	N/A	Display message “Registration successful”	p	Display message “Registration successful”

Table 4. 1: Test case Module-1 for Registration

4.2.2 Test case Module-2 for login

Test case ID- TC02	Test design by- Sajjadul
Test priority: High	Test design date: 18-12-2021
Module name: Login	Test execute by: Sajjadul
Description: This section covers the functionality of registering new users.	Test execute date :19-12-2021

Precondition: User has no precondition.

Dependencies: Enter input required information.

Step	Test case	Test data	Expected result	P/F	Actual result
1	Enter empty value for any username and password		Place enter username and password	p	Place enter username and password.
2	Enter correct value for username and password	bappi bappi	Accept	p	Accept
3	Enter wrong value for username and password	Bappi sajjadul	Username and Password doesn't match	p	Username and password doesn't match
4	After giving input click "submit" button	N/A	Direct on user/lawyer owner page	p	Direct on user/lawyer owner page


Table 4. 2: Test case Module-2 for login

Chapter-05: Manual

5.1 Splash Screen



5.2 Login(User)



A circular icon representing a user profile, featuring a stylized person with dark hair and a white shirt, set against a green circular background.

USERNAME

PASSWORD

Remember me

[Forgot password?](#)

5.3 Registration(User)

Register

Please fill in this form to create an account.

User

Name:

Phone:

Email:

Address:

Password:

Password:

••••••••••••••••

By creating an account you agree to our [Terms & Privacy](#).

Register

Already have an account? [Sign in](#).

5.1 Parcel courier (User)

Parcel Courier

Please fill in this form to parcel Courier .

Full Name

Phone number

Email

Shipping

Current location

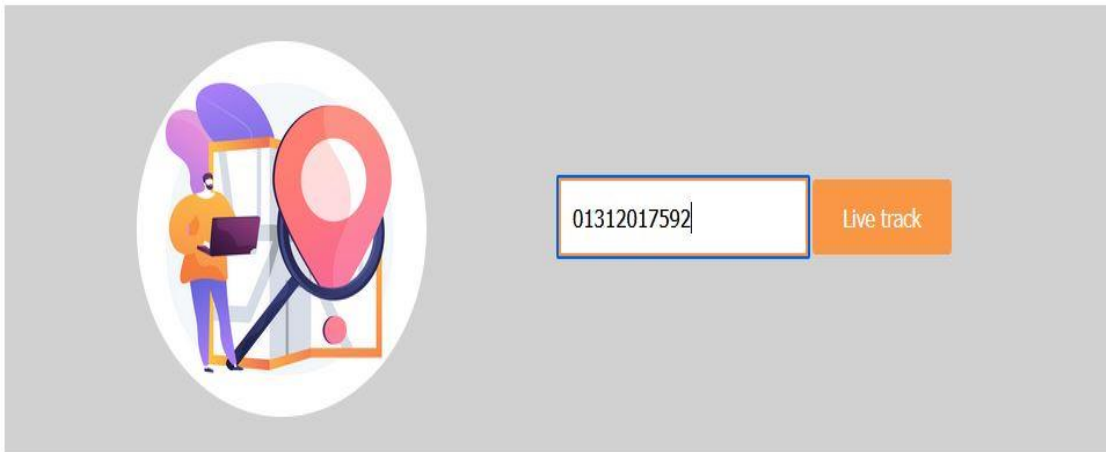
Where to

By parcel courier you agree to our [Terms & Privacy](#).

5.2 Live Track (User)



LIVE TRACKING



5.3 Courier Details (User)

Show location

Name: bappi

Phone: 01312017592

Shipping: 1

Address: dhaka

Address: barisal

Cancel

5.1 Registration(delivery boy)

Register

Please fill in this form to create an account.

Delivery man ▼


Name:

Enter name

Phone:

Enter phone

5.2 Login(delivery boy)



Email

PASSWORD

Remember me

[Forgot password?](#)

5.3 Delivery profile

127.0.0.1:8000/delivery-profile

Parcel Courier Profile Feature Contact +880 01798 714 381

Profile

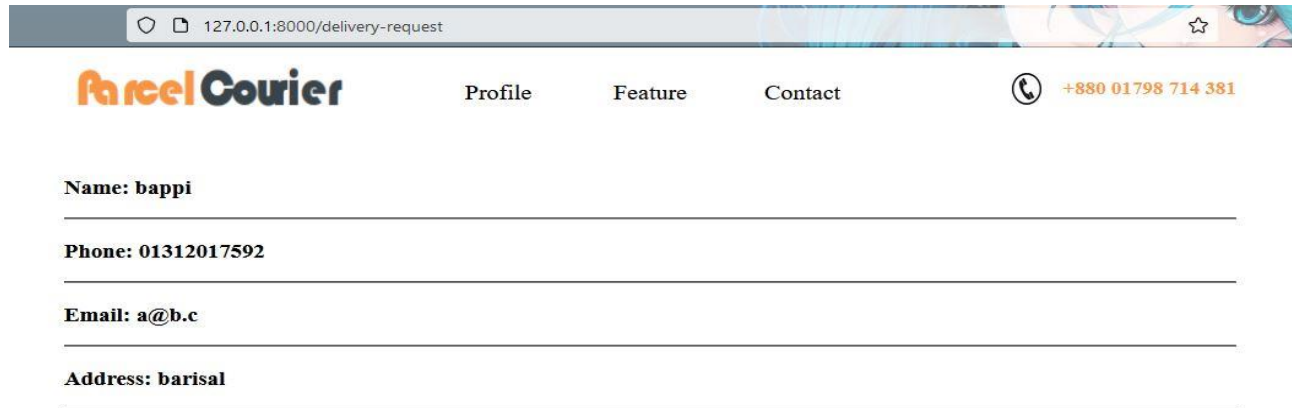
Name: bappi

Phone: 123

Email: admin@admin.com

Address: 1

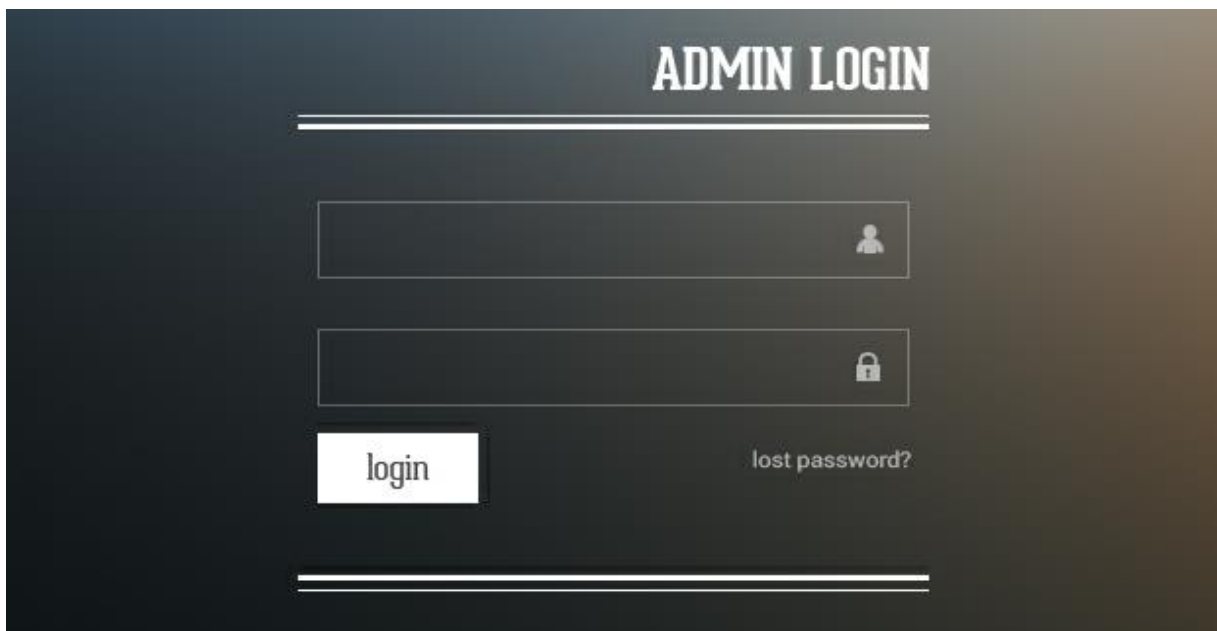
5.4 Delivery request



The screenshot shows a web browser window with the URL `127.0.0.1:8000/delivery-request`. The page header features the **Parcel Courier** logo and navigation links for **Profile**, **Feature**, and **Contact**. A phone icon and the number **+880 01798 714 381** are also present. The main content area contains a form with the following fields:

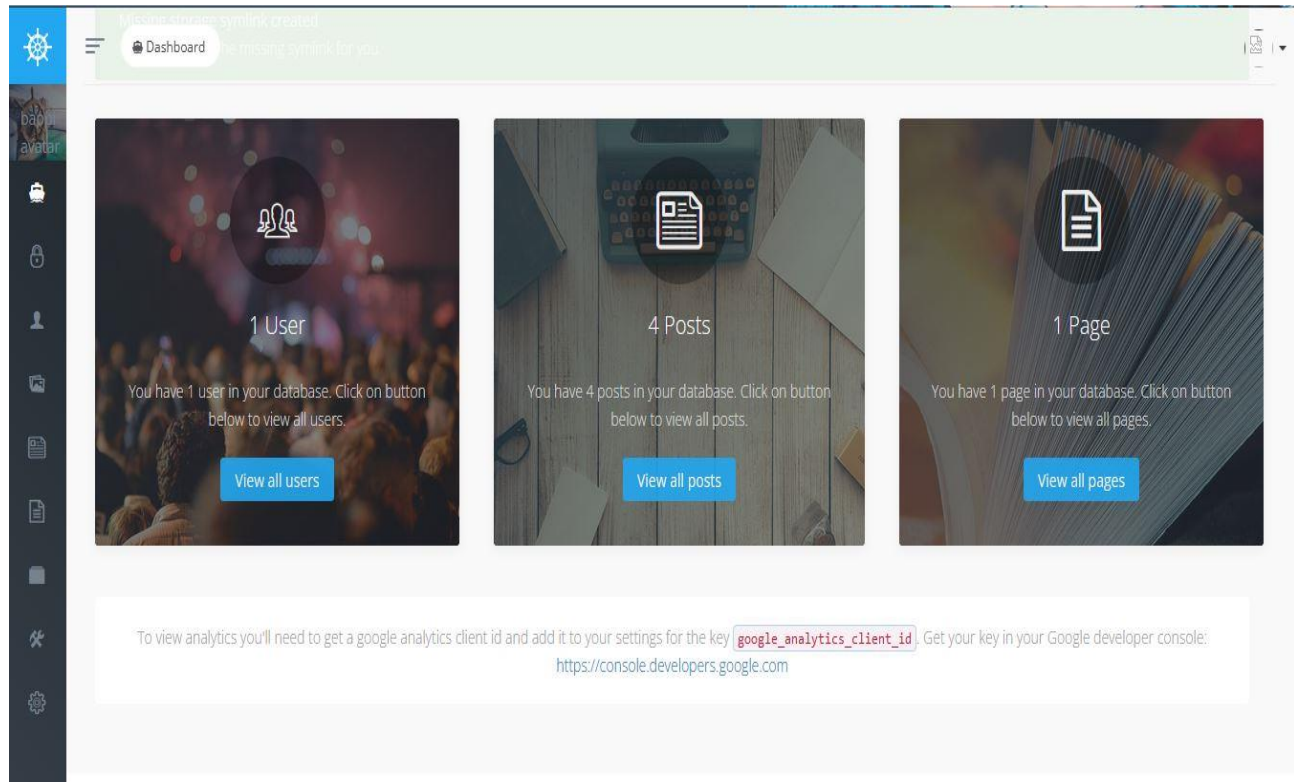
- Name:** bappi
- Phone:** 01312017592
- Email:** a@b.c
- Address:** barisal

5.5 Admin Login



The screenshot displays an **ADMIN LOGIN** page with a dark background. It features two input fields: the first for a username (indicated by a person icon) and the second for a password (indicated by a lock icon). Below the fields is a **login** button and a **lost password?** link. The page is framed by horizontal lines above and below the input fields.

5.6 Admin panel



5.7 User database

The screenshot displays a web application interface for managing users. The browser address bar shows the URL `127.0.0.1:8000/admin/users`. The page title is "Users" and includes two main action buttons: "Add New" (green) and "Bulk Delete" (red). Below the title, there is a search bar and a "Show 10 entries" dropdown menu. The main content area features a table with the following columns: Name, Email, Created At, Avatar, Role, and Actions. The table contains one entry for a user named "bappi" with email "admin@admin.com", created at "2022-01-20 06:37:15", and role "Administrator". The "Actions" column for this user includes "View", "Edit", and "Delete" buttons. At the bottom of the page, there is a pagination control showing "Showing 1 to 1 of 1 entries" and a page number "1" between "Previous" and "Next" buttons.

Name	Email	Created At	Avatar	Role	Actions
bappi	admin@admin.com	2022-01-20 06:37:15		Administrator	No results View Edit Delete

5.8 Courier database

The screenshot shows a web application interface for managing a courier database. The browser address bar displays the URL `127.0.0.1:8000/admin/courier`. The application has a dark sidebar on the left with various icons. The main content area is titled "Couriers" and features two buttons: "Add New" (green) and "Bulk Delete" (red). Below the buttons, there is a search bar and a "Show 10 entries" dropdown. The main data is presented in a table with the following columns: Name, Phone, Email, Shipping, Current Location, Where To, Created At, and Actions. Two entries are visible in the table, both with the name "bappi".

<input type="checkbox"/>	Name	Phone	Email	Shipping	Current Location	Where To	Created At	Actions
<input type="checkbox"/>	bappi	01312017592	d@d.com	1	dhaka	ww	2022-01-20 09:42:05	View Edit Delete
<input type="checkbox"/>	bappi	01312017592	a@b.c	1	dhaka	barisal	2022-01-20 06:13:03	View Edit Delete

Showing 1 to 2 of 2 entries

< Previous 1 Next >

Chapter-06: Conclusion

6.1 Critical Evolution

The user should have Basic English language knowledge and basic application operations. The user must be registered and only they can log in and manage the application

6.2 Limitation

Every application like this one has some limitations.

- Notification alerts cannot be viewed in real time.
- Editing profile photos is limited.
- Mobile verification is not set yet.
- Uploading images is not saved

6.3 Future Scope

Many more benefits will be added through this system. Its benefits include promotional benefits, Visa card and other card bill payment benefits. It can be used as a global business website.

Appendices

1/23/22, 3:40 PM

Turnitin

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Online courier Service [Submitted by Md Sajjadul Islam Id: 172-35-2088 Department of Software Engineering Daffodil international university](#) Submitted to: Mr. Khalid Been Badruzzaman Biplob Lecturer (Senior Scale) [Department of Software Engineering Daffodil International University](#). The project report has been submitted in fulfillment of the requirements for the degree of Bachelor of Science in Software Engineering Department. ©All Rights Reserved by Daffodil International University APPROVAL This project titled on "Online courier service", submitted by Md.Sajjadul islam (ID-172-35-2088) to the Department of Software Engineering, Daffodil International University has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of Bachelor of Science in Software Engineering and approval as to its style and contents. **ACKNOWLEDGEMENT** First of all, I am grateful to The Almighty Allah for making me eligible to complete this work. After that I would like to thank my supervisor Mr. Khalid Been Badruzzaman Biplob Lecturer (Senior Scale), Department of Software Engineering, Daffodil International University. I am extremely thankful for his skill, sincere and valuable guidance and encouragement extended towards me. I would like to express my heartiest thanks to Dr. Imran Mahmud, Associate Professor and Head In-Charge of Software Engineering Department for his continuous encouragement. I would also like to thank all the faculty members of the Department of Software Engineering Department for their assistance and encouragement. Last but not the least, I would like to thank my parents for their unconditional love and support and care. **ABSTRACT** The main objective of this application is to make courier branch offices located at several places as Online. It Is helpful to identify where a particular courier is at particular time and make decision quickly if delay occurs nothing but tracking service. It also makes the work very easy in branch offices to transfer information to other offices or administrator. Customer can also find the status of the courier through Online. Administrator can use the service for the recruitment of franchises through online. Administrator can perform several activities like recruiting franchises, updating the information. Information about Transportation, branch offices, employees, customers, types of couriers, franchises etc., are available for the administrator who can manage all the information. Branch officers can perform several activities like updating information about courier delivery status reports, make courier bookings. Information about the employees working in a branch office, information about nearby franchises is also available for branch officers. Customers can find the status of the courier through Online. Information about shipment detail is also available for the customer. Table of Contents APPROVAL

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1.1 Overview The courier services we currently have in our country are very solo. And many problems are to be encountered. As we have to find all courier services, then we have to go there and come up with the product. Which is very difficult for us. So we are doing this service online system to solve this problem. So you don't have to leave the house anymore for your service. Because here you are now send and receive your products at home. That's maintain our courier boy. And your product will be delivered to us at 99% Careful. So now your courier service is much easier for you. 1.2 purpose Need for this project is to automate the manual system and reduce the costs associated with the manual system . Manual system is a paper based system wherein which every activity related to courier service managed over a paper and activities among various branches are co- ordinate through fax and phone calls . Manually recording the courier related details, shipment details cause various error sand ambiguity among the shipment records .Manual recording involve slot of time and effort, which takes away concentration on the customers. Even customers are unclear about their shipment details, until they get a notification from the receiver. In order to reduce all these overheads associated with manual courier management system, this new web-based online courier service system is being developed. Advantages of the New System

1.Reducedcostsassociatedwithpaperbasedstorageofcourierrelateddata 1 | P a g e 2. Reduced error sand costs associated with the shipments of courier service 3. Manage franchise applications online 4. Integrated activities across various branch locations of the courier service 5. Maintai n integrity among the data 1.3 Background [A Courier company is one which delivers messages, packages and mail and is known for their speed, security, and specialization. A courier service was developed to offer a faster and more secure alternative to the usual mail service that had been the only delivery service for so long.](#) But at present our courier service not provide online service. So our goal in developing this application is to free people from the time and effort. Because time is short but art is long. And also this is our first online courier service in Bangladesh for hassle free service for users. Here user send and received products at home. That's why the user could save his time easily 1.4 Objective Main objective or goal of this project is to develop a web-based courier system . This project automates a manual system of courier management . New system online courier service which is being developed is intended to automate the courier management process. New system is going to be a web based system. This new web-based system can be made accessible across various branch location sand franchise locations at a very low cost. System is thought to be made as a web-based in order to reduce the i nstallation over head, costs, compatibility is sues that are associated with standalone system. New web- 2 | P a g e based online Courier Service system can be accesses on any computer having an internet connection, irrespective various other requirements such as memory, operating system etc. This new system offers all the services that manual system offered and in addition provides various services like shipment tracking add/remove new courier service, manage franchise applications etc 1.5 stakeholder Our project stakeholders are following people. o User o Admin o Delivery boy 1.6 [PROJECT PLAN Task name Resource name Start Finish Duration\(days \) Planning PM, BA 04/09/2021 14/09/2021 10 Requirement RE,RA 15/09/2021 26/09/2021 12 System design UI design 27/09/2021 14/10/2021 18 Database design DB design 15/10/2021 01/11/2021 15 Development Develop 02/11/2021 17/12/2021 45 Testing Test 18/12/2021 23/12/2021 5 Implementati on Implementation 24/12/2021 29/12/2021 5 Delivery PM, implementation 30/12/2021 31/12/2021 1 Table 1.1 Project Plan 1.7 \[MILESTONES Task no Task name Duration 01 Planning 10 02 Requirement gathering and analysis 12 03 System design 18 04 Database design 15 05 Development 45 06 Testing 5 07 Implementation 5 08 Relies 1 111 Table 2.2: Project Plan Milestones CHAPTER 2: SOFTWARE REQUIREMENT SPECIFICATION 2.1 Functional Requirements \\[Functionality requirements refer to the functions included in the system to understand the functionality requirements application. If an application is created, then of course functional requirements are required. Here I am going to discuss the functional requirements of the "Online courier system".\\]\\(#\\) 2.1.1 Create account FR-01 Create account Descriptions Admin , User and delivery boy register their information for authentication Stakeholders User, Admin, Delivery boy Priority High Table 2 .1: Create account 2.1.2 Login FR-02 Login Descriptions Admin , User and delivery boy logged in when they access the system Stakeholders User, Admin, Delivery boy Priority High Table 2 .2: Login 2.1.3 Edit profile FR-03 Edit profile Descriptions Admin , User and delivery boy can edit there profile Stakeholders User, Admin, Delivery boy Priority High Table 2 .3: Edit profile 2.1.4 Courier send\]\(#\)](#)

request FR-04 Courier send request Descriptions User can parcel courier ,firstly user can send courier request Stakeholders User Priority High Table 2 .4: Courier send request 2.1.5 Courier Details FR-05 Courier Details Descriptions if user can send courier request then user can fill up courier details Stakeholders User Priority High Table 2.5: Courier Details 2.1.6 View delivery charge FR-06 View delivery charge Descriptions User can view delivery charge for there parcel courier Stakeholders User Priority High Table 2.6: View delivery charge 2.1.7 Make payment FR-07 Make payment Descriptions User can payment there delivery charge for parcel courier Stakeholders User Priority High Table 2.7: Make payment 2.1.8 Live track FR-08 Live track Descriptions User can there parcel destination Stakeholders User Priority High Table 2.8: Live track 2.1.9 Manage order FR-09 Manage order Descriptions Admin can check courier request and delete request Stakeholders Admin Priority High Table 2. 9: Manage order 2.1.10 Update packet status FR-10 Update packet status Descriptions Admin can check there parcel id and add hub Stakeholders Admin Priority High Table 2.10: Update packet status 2.1.11 Change delivery charge FR-11 Change delivery charge Descriptions Admin can change delivery charge for hub destination Stakeholders Admin Priority High Table 2. 11: Change delivery charge 2.1.12 Check delivery address FR-12 Check delivery address Descriptions Delivery boy can check parcel address Stakeholders Delivery boy Priority High Table 2.12: Check delivery address 2.1.13 Check courier FR-13 Check courier Descriptions Delivery boy can check courier details Stakeholders Delivery boy Priority High Table 2.13: Check courier 2.1.14 Check customer FR-14 Check customer Descriptions Delivery boy can check customer destination details Stakeholders Delivery boy Priority High Table 2 .14: Check customer [2.2 Non-Functional Requirements 2.2.1](#) Page change within one sec FR-1 Page change within one sec Descriptions Each page will respond within one second. Stakeholders Admin ,User & Delivery boy Table 2. 15: Page change within one sec 2.2.2 Always update the system FR-2 Always update the system Descriptions Admin update the system and notify the users& delivery boy and through email. Stakeholders Admin Table 2. 16: Always update the system 2.2.3 Security FR-3 Security Descriptions System will be available to users & delivery boy in both offline and online with condition. Stakeholders Admin, User & Delivery boy Table 2. 17: Security 2.2.4 Bug recover FR-4 Bug recover Descriptions If any kind of bugs found then it will be fixed soon. Stakeholders Admin Table 2. 18: Bug recover 2.2.5 Update information will be shown FR-5 Update information will be shown Descriptions Update information will be shown on the home page or landing page to any user. Stakeholders Admin ,User & Delivery boy Table 2. 19: Update information will be shown 2.1 [Security Requirements - SR-01: Log In as a Admin. - SR-02: Log In as a User . 2 .1. 1 Access Requirements This system provides access to - Different modules - To the authenticated user 2.2 Usability and Human Integrity Requirement The system is easy to use for all the end users. 2.3 Data Validation In this stage all data are tested for validation. 2.4 User Interface Design It is important to consult the system user about the necessities for user interface design. CHAPTER 3: REQUIREMENT ANALYSIS 3.1 USE CASEDIAGRAM \[Figure 3. 1\]\(#\): Update information will be shown 3.2 USE CASEDESCRIPTION 3.1.1 Create account Use case title Create account Goal insert admin, user and delivery boy information into database Precondition A valid information Success and End Condition Create account successfully Failed End Condition can't store data in database Primary actors Admin, user, delivery boy Secondary actors system Triggers Create account Description User or admin or delivery boy \[enter valid username, email\]\(#\), password \[and valid information in the registration field\]\(#\) Alternative flows \[N/A\]\(#\) Quality requirements \[N/A\]\(#\) Table 3. 1: Create account 3.1.2 Login Use case title Login Goal Login in successfully Precondition User Admin and delivery boy \[have to a enter a valid email and password\]\(#\) Success and End Condition Login in successfully \[Failed End Condition\]\(#\) Login failed \[Primary actors Secondary actors\]\(#\) Admin, user, delivery boy Triggers Manage application Description User or Admin or delivery boy \[have to a enter a valid email and password to enter to the system\]\(#\) Alternative flows \[N/A\]\(#\) Quality requirements \[N/A\]\(#\) Table 3. 2: Login 3.1.3 Edit profile Use case title Edit profile Goal Successfully edit profile admin ,user and delivery boy id Precondition User Admin and delivery boy have to a enter a information Success and End Condition successfully change profile information Failed End Condition Action not complete Primary actors Secondary actors Admin, user, delivery boy Triggers Edit profile Description User, Admin and delivery boy have to enter a change valid information Alternative flows \[N/A\]\(#\) Quality requirements \[N/A\]\(#\) Table 3. 3: Edit profile 3.1.4 Courier send request Use case title Courier send request Goal Successful store all the information to a product courier Precondition customer can enter this feature Success and End Condition successfully to send courier request Failed End Condition Failed to Courier send request Primary actors Secondary actors User Triggers Courier send request Description customer can enter this feature and all action complete to a product courier Alternative flows \[N/A\]\(#\) Quality requirements \[N/A\]\(#\) Table 3. 4: Courier send request 3.1.5 Courier Details Use case title Courier Details Goal successfully view courier details Precondition must be requested courier Success and End Condition successfully view courier details Failed End Condition Failed to Courier Details Primary actors Secondary actors User Triggers Courier Details Description customer can enter this feature and view courier Details Alternative flows \[N/A\]\(#\) Quality requirements \[N/A\]\(#\) Table 3. 5: Courier Details 3.1.6 View delivery charge Use case title View delivery charge Goal successfully view delivery charge Precondition Must be complete courier send request future \[Success and End Condition\]\(#\) successfully delivery charge \[Failed End Condition\]\(#\) Action not complete \[Primary actors Secondary actors\]\(#\) User Triggers View delivery charge \[Description\]\(#\) customer can enter this feature and View delivery charge Alternative flows \[N/A\]\(#\) Quality requirements \[N/A\]\(#\) Table 3. 6: Courier Details 3.1.7 Make payment Use case title Make payment Goal successfully payment Precondition Must be complete courier send request feature \[Success and End Condition\]\(#\) successfully delivery charge \[Failed End Condition\]\(#\) Action not complete \[Primary actors Secondary actors\]\(#\) User Triggers Make payment \[Description\]\(#\) customer can enter this feature and all action complete to make payment Alternative flows \[N/A\]\(#\) Quality](#)

requirements N/A Table 3. 7: Make payment 3.1.8 Live track Use case title Live track Goal Successfully product live track Precondition Must be login the side Success and End Condition Successfully product live track Failed End Condition failed to be feature Primary actors Secondary actors User Triggers Live track Description customer can enter this feature and all action complete to be live track Alternative flows N/A Quality requirements N/A Table 3. 8: Live track 3.1.9 Manage order Use case title Manage order Goal Successfully manage order Precondition must be login Success and [End Condition Successfully manage](#) order [Failed End Condition failed to manage](#) order [Primary](#) actors [Secondary actors](#) Admin Triggers Manage order Description Admin to be login the site ,enter this feature and manage the order Alternative flows N/A Quality requirements N/A Table 3. 9: Manage order 3.1.10 Update packet status Use case title Update packet status Goal Successfully to update packet status Precondition Admin [must be](#) login [Success](#) and [End Condition Successfully](#) to [update](#) packet status [Failed End Condition](#) Failed to be feature Primary actors Secondary actors Admin Triggers Update packet status Description Admin to be login the site and will update the information of the packet going from hub to other hub Alternative flows N/A Quality requirements N/A Table 3. 10: Update packet status 3.1.11 Change delivery charge Use case title Change delivery charge Goal Successfully to change delivery charge Precondition Admin must be login Success and End Condition Successfully to be feature Failed End Condition Failed to be feature Primary actors Secondary actors Admin Triggers Change delivery charge Description Admin to be login the site and change delivery charge according to distance Alternative flows N/A Quality requirements N/A Table 3. 11: Change delivery charge 3.1.12 Check delivery address Use case title Check delivery address Goal Successfully to check delivery address Precondition Must be login the site Success and End Condition Successfully to be feature Failed End Condition Failed to be feature Primary actors Secondary actors Delivery boy Triggers Check delivery address Description Delivery boy to be login the site and check delivery address Alternative flows N/A Quality requirements N/A Table 3. 12: Check delivery address 3.1.13 Check customer Use case title Check customer Goal Successfully to check customer Precondition Must be login the site Success and End Condition Successfully to be feature Failed End Condition Failed to be feature Primary actors Secondary actors Delivery boy Triggers Check customer Description Delivery boy to be login the site and check customer Alternative flows N/A Quality requirements N/A Table 3. 13: Check delivery address [3.3 ACTIVITY DIAGRAM 3.3.1 Login](#) and registration [Figure 3. 1: Login](#) and registration 3.3.2 Courier send request: [Figure 3. 1: Courier send request](#) 3.3.3 Live track [Figure 3. 2: live track](#) 3.3.4 Edit profile [Figure 3. 4: Edit profile](#) 3.3.5 Manage order [Figure 3.5: Manage order](#) 3.3.6 Change delivery charge [Figure 3.6: Change delivery charge](#) 3.3.7 Update packet status [Figure 3.7: Update packet status](#) 3.3.8 Check customer & Check delivery address [Figure 3.8: Check customer & Check delivery address](#) [3.4 SEQUENCE DIAGRAM 3.4.1 Create account](#) [Figure 3. 9: Create account](#) 3.4.2 Login [Figure 3. 10: login](#) 3.4.3 Edit profile [Figure 3. 11: Edit profile](#) 3.4.4 User Courier (User) [Figure 3. 12: User courier](#) 3.4.5 Live track (User) [Figure 3. 13: Live track](#) 3.4.6 Manage order (Admin) [Figure 3. 14: Manage order](#) 3.4.7 Customer check && Check delivery address (Delivery boy) [Figure 3. 15: customer check and check delivery address](#) 3.5 [Class diagram](#) [Figure 3. 16: Class diagram](#) 3.6 [ENTITY RELATIONSHIP DIAGRAM](#) [Figure 3. 17: entity relationship diagram](#) CHAPTER 4: Testing [4.1 Testing Features](#) [4.1.1 Features to be tested](#) · [Registration](#) · [Login](#) · courier send [request](#) · live track [4.1.2 Features not to be tested](#) [This is necessary to identify the featured that need not to be tested because it helps to avoid unnecessary confusions if some part should be tested or not.](#) 4.2 Testcase 4.2.1 Test case Module-1 for Registration [Test case ID](#)- TC01 [Test design by](#)- Sajjadul [Test priority](#): High [Test design date](#): 18-12-2021 [Module name](#): Registration [Test execute by](#): Sajjadul [Description](#): This section covers the functionality of registering new users. [Test execute date](#) :19-12-2021 [Precondition](#): User has no precondition. [Dependencies](#): Enter input required information. [Step Test case](#) [Test data](#) [Expected result](#) [P/F Actual result](#) 1 [Enter empty value](#) for any required filed Display error message p Display error message 2 [Enter different email format instead of xyz@gmail.com](#) test@gmail si@gmail.com [Display error message](#) "Invalid Email Address" p [Display error message](#) "Invalid Email Address" 3 [Enter existing email](#) bappi@gmail.co m [Display error message](#) "Email already exist" p [Display error message](#) "Email already exist" 4 [New user registration](#) N/A [Display message](#) "Registration successful" p [Display message](#) "Registration successful" [Table 4. 1: Test case Module-1](#) for Registration [4.2.2 Test case Module-2](#) for login [Test case ID](#)- TC02 [Test design by](#)- Sajjadul [Test priority](#): High [Test design date](#): 18-12-2021 [Module name](#): Login [Test execute by](#): Sajjadul [Description](#): This section covers the functionality of registering new users. [Test execute date](#) :19-12-2021 [Precondition](#): User has no precondition. [Dependencies](#): Enter input required information. [Step Test case](#) [Test data](#) [Expected result](#) [P/F Actual result](#) 1 [Enter empty value for any username and password](#) Place [enter username and password](#) p [Place enter username and password](#). 2 Enter correct value for [username and password](#) bappi bappi [Accept p Accept](#) 3 [Enter wrong value for username and password](#) Bappi sajjadul [Username and Password doesn't match](#) p [Username and password doesn't match](#) 4 [After giving input click "submit" button](#) N/A [Direct on](#) user/lawyer [owner page](#) p [Direct on](#) user/lawyer [owner page](#) [Table 4. 2: Test case Module-2 for login](#) [Chapter-05: Manual](#) 5.1 [Splash Screen](#) 5.2 [Login\(User\)](#) 5.3 [Registration\(User\)](#) 5.1 [Parcel courier \(User\)](#) 5.2 [Live Track \(User\)](#) 5.3 [Courier Details \(User\)](#) 5.1 [Registration\(delivery boy\)](#) 5.2 [Login\(delivery boy\)](#) 5.3 [Delivery profile](#) 5.4 [Delivery request](#) 5.5 [Admin Login](#) 5.6 [Admin panel](#) 5.7 [User database](#) 5.8 [Courier database](#) [Chapter-06: Conclusion](#) [6.1 Critical Evolution](#) The [user should](#) have [Basic English language knowledge and basic application operations](#). The [user](#) must be registered [and only they can log in and manage the application](#) [6.2 Limitation](#) Every application like this one has some limitations. ? Notification alerts cannot be viewed in [real time](#). ? [Editing profile](#) photos [is limited](#). ? [Mobile verification](#) is not [set yet](#). ? Uploading images is not saved [6.3 Future Scope](#) Many more benefits will be added through this system. Its

benefits include promotional benefits, Visa card and other card bill payment benefits. It can be used as a global business website. References Documentation Idea: Thomas T. Barker, (1998). Writing Software Documentation. Retrieved from <https://cutt.ly/djMAyO3> System Requirement Specification: Andreas Rüping, ISBN: 978-0-470-85617-8, (September 11, 2003). Agile Documentation: A PatternGuidetoProducingLightweightDocumentsforSoftwareProjects(1stChapter,Topic- 19, P-(26-28)). Retrieved from <https://cutt.ly/ajMSGj2> Tools and technologies: • PHP >=7.1.3 • Laravel-v5.8 • mysqlnd -v 7.4.13 • XAMPP-v7.4.13 • HTML5 • Bootstrap5 • PhpStorm -v 2020.3.2 Project Idea: <https://1000projects.org/mini-project-on-courier-service-system.html> <https://projectsgeek.com/2013/07/courier-management-system-mini-project.html> Git hub link: <https://github.com/Sajjadul88?tab=projects&type=beta> [3|Page 4|Page 5|Page 6|Page 7|Page 8|Page 9|Page 10|Page 11|Page 12|Page 13|Page 14|Page 15|Page 16|Page 17|Page 18|Page 19|Page 20|Page 21|Page 22|Page 23|Page 24|Page 25|Page 26|Page 27|Page 28|Page 29|Page 30|Page 31|Page 32|Page 33|Page 34|Page 35|Page 36|Page 37|Page 38|Page 39|Page 40|Page 41|Page 42|Page 43|Page 44|Page 45|Page 46|Page 47|Page 48|Page](#)

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Thomas T. Barker, (1998). Writing Software Documentation.
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System Requirement Specification:

Andreas Rüping, ISBN: 978-0-470-85617-8, (September 11, 2003). Agile Documentation: A Pattern Guide to Producing Lightweight Documents for Software Projects (1st Chapter, Topic-19, P-(26-28)). Retrieved from <https://cutt.ly/ajMSGj2>

Tools and technologies:

- PHP >=7.1.3
- Laravel-v5.8
- mysqlnd -v 7.4.13
- XAMPP-v7.4.13
- HTML5
- Bootstrap5
- PhpStorm -v 2020.3.2

Project Idea:

<https://1000projects.org/mini-project-on-courier-service-system.html>

<https://projectsgeek.com/2013/07/courier-management-system-mini-project.html>

Git hub link:

<https://github.com/Sajjadul88?tab=projects&type=beta>