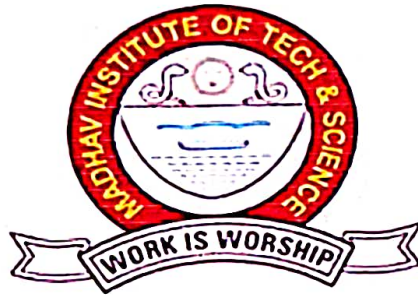


# **MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR**

Deemed to be University  
(Declared under Distinct Category by Ministry of Education, Government of India)  
NAAC Accredited with A++ Grade



## **Project Report**

**On**

### **Development of Courier Management System**

A project report submitted in partial fulfilment of the requirement for the degree of

### **MASTER OF COMPUTER APPLICATION**

**in**

### **COMPUTER SCIENCE AND ENGINEERING**

#### **Submitted By:**

Princy singhal  
(0901CA221046)

#### **Industry Mentor:**

Mr. Chirag Gupta (Co-Founder & CTO, Supper Assistant)

#### **Faculty Mentor:**

Dr. Anshu Chaturvedi (Professor)

## **DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING**

**MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE**

**GWALIOR - 474005 (MP) Estd.1957**

**JAN-JUNE 2024**



**SUPER ASSISTANT**  
Bangalore, India – 560102

<https://superassistant.io/>

### PROJECT COMPLETION CERTIFICATE

Date: 24/04/2024

This is to certify that Ms. Princy Singhal, holding the designation of Software Developer, has successfully completed the development of a web application Courier Management System at Super Assistant Bangalore. The project commenced on 24th January 2024 and concluded on 24th April 2024.

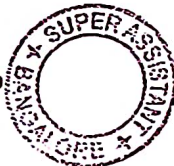
Throughout the duration of this project, Ms. Princy Singhal has demonstrated exemplary dedication, professionalism, and technical expertise, resulting in the successful development and deployment of the Courier Management System.

Ms. Princy Singhal played a pivotal role in designing and implementing the front-end interface of the Courier Management System, ensuring user-friendliness and aesthetic appeal. Developing the back-end functionality, including database management and server-side scripting, to facilitate seamless data processing and retrieval.

Ms. Princy Singhal effectively collaborated with team members, communicated project progress, and addressed challenges in a timely manner, ensuring the smooth progress of the project.

Therefore, Super Assistant Bangalore acknowledges and commends Ms. Princy Singhal for her outstanding contributions and dedication to the successful completion of the Courier Management System project. We extend our best wishes for her continued success in her future endeavors.

  
Chirag Gupta,  
Co-founder & CTO  
Super Assistant



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## **CERTIFICATE**

This is certified that **Princy Singhal (0901CA221046)** has submitted the project report titled **Courier Management System** under the mentorship of **Mr. Chirag Gupta** (Co-Founder & CTO, Super Assistant), in partial fulfilment of the requirement for the award of degree of **Master of Computer Application** of Computer Science and Engineering from **Madhav Institute of Technology and Science, Gwalior**



**Dr. Anshu Chaturvedi**  
Faculty Coordinator  
Professor  
Computer Science and Engineering



**Dr. Manish Dixit**  
Professor and Head  
Computer Science and Engineering  
**Dr. Manish Dixit**  
Professor & HOD  
Department of CSE  
M.I.T.S. Gwalior



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## **DECLARATION**

I hereby declare that the work being presented in this project report, for the partial fulfilment of requirement for the award of the degree of Master of Computer Application in Computer Science and Engineering at **Madhav Institute of Technology & Science, Gwalior** is an authenticated and original-record of my work under the mentorship of **Mr. Chirag Gupta** (Co-Founder & CTO, Super Assistant).

I declare that I have not submitted the matter embodied in this report for the award of any degree or diploma anywhere else.



Princy singhal  
0901CA221046  
2022-2024

Master of Computer Application  
Computer Science and Engineering



# **MADHAV INSTITUTE OF TECHNOLOGY & SCIENCE, GWALIOR**

Deemed to be University  
(Declared under Distinct Category by Ministry of Education, Government of India)  
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## **ACKNOWLEDGEMENT**

The full semester project has proved to be pivotal to my career. I am thankful to my institute, **Madhav Institute of Technology and Science** to allow me to continue my disciplinary project. I extend my gratitude to the Director of the institute, **Dr. R. K. Pandit** and Dean Academics, **Dr. Manjaree Pandit** for this.

I would sincerely like to thank my department, **Department of Computer Science and Engineering**, for allowing me to explore this project. I humbly thank **Dr. Manish Dixit**, Professor and Head, Department of Computer Science and Engineering, for his continued support during the course of this engagement, which eased the process and formalities involved.

I would like to extend my heartfelt appreciation to **Mr. Chirag Gupta** (Co-Founder & CTO, Super Assistant) for their exceptional mentorship, guidance, and assistance throughout the project. Their valuable inputs and feedback have helped me enhance my knowledge and skills. Their constant encouragement and support have been instrumental in the successful completion of this project.

I am sincerely thankful to my faculty coordinator. I am grateful to the guidance of **Dr. Anshu Chaturvedi**, Faculty Coordinator, Professor, Computer Science and Engineering for her continued support and guidance throughout the project. I am also very thankful to the faculty and staff of the department.



Princy singhal  
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2022-2024

Master of Computer Application  
Computer Science and Engineering

## ABSTRACT

In today's interconnected world, the need to send and receive various articles, ranging from imported furniture to electronic items and business goods, has become increasingly crucial. However, the reliance on traditional manual methods for receiving and delivering such articles often leads to a lack of transparency and accountability in the transportation process. Customers are left in the dark about the status of their shipments, with no means of tracking their parcels until they are received. In response to this pressing need for a more efficient and transparent solution, the Courier Management System (CMS) emerges as a pivotal software tool. This online platform revolutionizes cargo management by automating and digitizing the entire process, from receiving goods at the source to delivering them to their intended destination.

The CMS offers a user-friendly interface that enables multiple users to simultaneously perform various tasks with ease. At its core, the system facilitates the seamless delivery of products by collecting essential details from customers, such as recipient addresses and contact information. Through the issuance of unique tracking IDs, customers gain the ability to monitor the status of their shipments in real-time, regardless of their location. Within minutes of placing an order, customers receive updates on the status of their products, fostering transparency and trust in the delivery process.

With distinct modules catering to different user roles, including administrators, employees, and customers, the CMS ensures efficient management of the entire courier service operation. The administration panel allows for easy manipulation of data, enabling the addition of new consignments as needed. Moreover, the user profile section provides personalized insights, while the pricing module calculates charges based on weight categories, ensuring fair and transparent pricing for customers. In essence, the Courier Management System represents a paradigm shift in the logistics industry, offering a seamless and transparent solution for sending and receiving parcels. By leveraging technology to streamline operations and enhance customer experience, the CMS sets a new standard for efficiency and accountability in courier services.

## सार

आज की परस्पर जुड़ी दुनिया में, आयातित फर्नीचर से लेकर इलेक्ट्रॉनिक आइटम और व्यावसायिक सामान तक विभिन्न वस्तुओं को भेजने और प्राप्त करने की आवश्यकता तेजी से महत्वपूर्ण हो गई है। हालाँकि, ऐसे लेखों को प्राप्त करने और वितरित करने के लिए पारंपरिक मैनुअल तरीकों पर निर्भरता से अक्सर परिवहन प्रक्रिया में पारदर्शिता और जवाबदेही की कमी होती है। ग्राहकों को अपने शिपमेंट की स्थिति के बारे में अंधेरे में छोड़ दिया जाता है, उनके पार्सल प्राप्त होने तक उन्हें ट्रैक करने का कोई साधन नहीं होता है। अधिक कुशल और पारदर्शी समाधान की इस तीव्र आवश्यकता के जवाब में, कूरियर प्रबंधन प्रणाली (सीएमएस) एक महत्वपूर्ण सॉफ्टवेयर उपकरण के रूप में उभरी है। यह ऑनलाइन प्लेटफॉर्म स्रोत पर माल प्राप्त करने से लेकर उन्हें उनके इच्छित गंतव्य तक पहुंचाने तक की पूरी प्रक्रिया को स्वचालित और डिजिटलीकरण करके कार्गो प्रबंधन में क्रांति ला देता है।

सीएमएस एक उपयोगकर्ता-अनुकूल इंटरफ़ेस प्रदान करता है जो कई उपयोगकर्ताओं को एक साथ विभिन्न कार्य आसानी से करने में सक्षम बनाता है। इसके मूल में, सिस्टम ग्राहकों से प्राप्तकर्ता के पते और संपर्क जानकारी जैसे आवश्यक विवरण एकत्र करके उत्पादों की निर्बाध डिलीवरी की सुविधा प्रदान करता है। द्वितीय ट्रैकिंग आईडी जारी करने के माध्यम से, ग्राहक अपने स्थान की परवाह किए बिना, वास्तविक समय में अपने शिपमेंट की स्थिति की निगरानी करने की क्षमता प्राप्त करते हैं। ऑर्डर देने के कुछ ही मिनटों के भीतर, ग्राहकों को उनके उत्पादों की स्थिति के बारे में अपडेट प्राप्त होता है, जिससे डिलीवरी प्रक्रिया में पारदर्शिता और विश्वास को बढ़ावा मिलता है।

प्रशासकों, कर्मचारियों और ग्राहकों सहित विभिन्न उपयोगकर्ता भूमिकाओं को पूरा करने वाले अलग-अलग मॉड्यूल के साथ, सीएमएस संपूर्ण कूरियर सेवा संचालन का कुशल प्रबंधन सुनिश्चित करता है। प्रशासन पैनल डेटा के आसान हेरफेर की अनुमति देता है, जिससे आवश्यकतानुसार नई खेप जोड़ने में सक्षम होता है। इसके अलावा, उपयोगकर्ता प्रोफ़ाइल अनुभाग वैयक्तिकृत अंतर्दृष्टि प्रदान करता है, जबकि मूल्य निर्धारण मॉड्यूल वजन श्रेणियों के आधार पर शुल्क की गणना करता है, जिससे ग्राहकों के लिए उचित और पारदर्शी मूल्य निर्धारण सुनिश्चित होता है।

संक्षेप में, कूरियर प्रबंधन प्रणाली लॉजिस्टिक्स उद्योग में एक आदर्श बदलाव का प्रतिनिधित्व करती है, जो पार्सल भेजने और प्राप्त करने के लिए एक सहज और पारदर्शी समाधान प्रदान करती है। संचालन को सुव्यवस्थित करने और ग्राहक अनुभव को बढ़ाने के लिए प्रौद्योगिकी का लाभ उठाकर, सीएमएस कूरियर सेवाओं में दक्षता और जवाबदेही के लिए एक नया मानक स्थापित करता है।



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## CHAPTER 1: INTRODUCTION

The Courier Management System Project comprises several modules, including a login section for administrators, employees and users. When processing orders from customers, the system collects all necessary details, such as customer information and recipient details like address, name, and mobile number. During the billing process, the system generates a unique tracking ID for each product, enabling customers or recipients to track their shipments online from any location. Additionally, the system provides status updates on orders within one minute of placement.

Courier services offer a solution to these logistical challenges, allowing timely delivery of items worldwide. With numerous branches spanning countries or even continents, individuals can conveniently access courier services to send packages. Courier companies manage schedules and provide both internal and external services, serving as destination and source offices.

In today's fast-paced world, as demands increase, individuals seek efficiency and timely completion of tasks. Importing goods from around the globe becomes necessary when items are unavailable locally. While domestic shipments may rely on postal services, international markets often require shipping, albeit with longer delivery times.

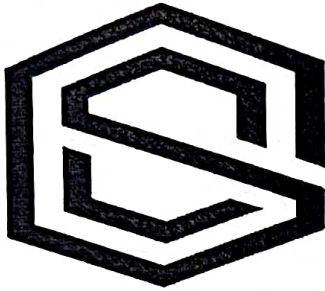
The primary objective of this project is to develop an efficient Courier Management System that not only calculates courier bills but also predicts the time required for delivery. Our focus is on managing consignments effectively, eliminating existing system challenges, and automating processes using advanced technology. Key success criteria include accurate billing calculations, precise delivery time predictions, and user-friendly interface design.

## 1.1 Problem Identification: -

In today's fast-paced world, efficient courier management is crucial for businesses and individuals alike. However, existing courier management systems often lack the necessary features and user-friendly interfaces to meet the evolving demands of users. Identifying and addressing the following issues is essential for the successful development of a comprehensive courier management system website:

- a. **Limited Tracking Capabilities:** Many courier services lack robust tracking systems, making it challenging for customers to monitor the status and location of their shipments in real-time.
- b. **Inefficient Order Processing:** Manual order processing procedures can be slow and error-prone, leading to delays in pickup and delivery times.
- c. **Poor Communication:** Lack of effective communication channels between customers and courier companies can result in misunderstandings, missed deliveries, and customer dissatisfaction.
- d. **Limited Accessibility:** Some courier companies may have limited coverage areas, leaving customers in remote locations underserved or unable to access reliable courier services.
- e. **Data Security Concerns:** Inadequate security measures for customer data and shipment information may put sensitive information at risk of unauthorized access or data breaches.
- f. **High Costs:** High shipping costs and hidden fees can deter customers from using courier services, especially for small businesses and individuals with limited budgets.
- g. **Manual Billing Processes:** Manual invoicing and billing procedures can lead to billing errors, disputes, and delays in payment processing.
- h. **Inefficient Route Planning:** Without optimized route planning algorithms, courier companies may incur unnecessary fuel costs and inefficient use of resources.
- i. **Customer Service Challenges:** Inadequate customer support and resolution mechanisms for lost, damaged, or delayed shipments can result in poor customer experiences and damage to the company's reputation.
- j. **Lack of Integration:** Integration challenges with e-commerce platforms, inventory management systems, and other business tools may hinder the seamless flow of data and information across different systems.
- k. **Security Concerns:** Ensuring the security of shipments throughout the delivery process is essential, but traditional methods may lack robust security measures.

## 1.2 Parent Organization: -



Super Assistant is a pioneering technology firm specializing in crafting advanced software solutions tailored for small and medium-sized e-commerce enterprises worldwide. Established in 2021, our mission revolves around empowering Shopify stores across the globe with seamless plug-and-play solutions aimed at optimizing their e-commerce operations.

At Super Assistant, we pride ourselves on our comprehensive suite of Shopify apps designed to enhance every facet of online retail management. Our diverse array of applications includes:

- Quantity discounting
- Up-sell & cross-sell functionality
- Push notifications
- Email marketing automation
- Review management systems
- Wishlist integration

By leveraging our innovative apps, e-commerce proprietors can effortlessly provide their customers with a level of service and experience akin to industry giants like Amazon.

Furthermore, our platform is engineered to cultivate enduring relationships between businesses and their clientele. We facilitate streamlined management of re-engagement initiatives such as gift cards, loyalty programs, rewards, referrals, and refunds, all from a centralized and intuitive interface.

In essence, Super Assistant is not just a technology provider but a strategic partner dedicated to fueling the growth and success of e-commerce ventures, one innovative solution at a time.



## **1.3 Hardware And Software Specification: -**

### **1.3.1 Hardware Specification**

**Processor:** Dual-core or higher processor for smooth performance during development.

**RAM:** Minimum 4GB RAM, but preferably 8GB or more for handling resource-intensive tasks like running multiple applications simultaneously.

**Storage:** SSD storage is recommended for faster read/write speeds, especially when working with large codebases and project files.

**Network:** High-speed internet connection with sufficient bandwidth to handle incoming and outgoing traffic.

### **1.3.2 Software Specification**

**Operating System:** Windows, macOS, or Linux: XAMPP and VS Code are cross-platform and can run on any major operating system.

**Development Environment: -**

- **XAMPP:** XAMPP, developed by Apache Friends, is a freely available and open-source web server package designed to work seamlessly across different operating systems. It includes essential components like the Apache HTTP Server, MariaDB database, and interpreters for PHP and Perl scripts.
- **Apache:** Web server component responsible for serving PHP files and handling HTTP requests.
- **MariaDB (MySQL):** Database server for storing and managing website data.
- **PHP:** Server-side scripting language for building dynamic web pages.

**Code Editor:** Visual Studio Code (VS Code): VS Code is a lightweight but powerful source code editor developed by Microsoft for Windows, macOS, and Linux. It has built-in support for PHP development, syntax highlighting, code completion, debugging, version control integration (Git), and a vast ecosystem of extensions for enhancing functionality.

**Browser:** Google Chrome, Mozilla Firefox, Safari, or any modern web browser for testing and previewing the PHP website during development.

### Additional Tools: -

- **Composer:** Dependency manager for PHP. It allows you to easily install and manage PHP libraries and packages required for your project.
- **Debugging Tools:** Xdebug or similar PHP debugging extension for VS Code to debug PHP code and troubleshoot issues effectively.
- **Terminal:** Integrated terminal in VS Code for executing command-line tasks and running PHP scripts

## CHAPTER 2: SYSTEM ANALYSIS

### 2.1 Problem Analysis: -

#### User Experience: -

- **Registration and Login:** Users may encounter difficulties during the registration and login process, leading to frustration and abandonment.
- **Navigation:** Complex navigation structures or unclear paths to essential functions can confuse users and hinder their ability to complete tasks.
- **Checkout Process:** A lengthy or complicated checkout process can deter users from completing transactions.
- **Tracking:** Inadequate or inaccurate shipment tracking features can lead to customer dissatisfaction and inquiries about parcel status.

#### Technical Implementation: -

- **Website Performance:** Slow loading times, server downtime, or technical glitches can impair the website's performance and user experience.
- **Compatibility:** Compatibility issues with different web browsers and devices may result in inconsistencies in website appearance and functionality.
- **Security:** Vulnerabilities such as data breaches or insecure payment processing can compromise user data and damage trust in the service.

#### Service Integration: -

- **Courier APIs:** Integration with courier APIs for real-time tracking, shipping rate calculation, and label generation may pose challenges due to API limitations or compatibility issues.
- **Payment Gateway Integration:** Integrating payment gateways for secure online transactions requires meticulous implementation to ensure reliability and compliance with security standards.

#### Operational Challenges: -

- **Order Management:** Inefficient order management processes can lead to delays, errors, and confusion in handling shipments.
- **Customer Support:** Insufficient customer support resources or ineffective communication channels may result in unresolved inquiries and negative feedback.



- **Logistics Optimization:** Inefficient routing and scheduling of deliveries can lead to delays, missed deadlines, and increased operational costs.

#### **Regulatory Compliance: -**

- **Legal Requirements:** Compliance with regulations governing courier services, data protection, and online transactions is essential to avoid legal repercussions and penalties.

#### **Scalability: -**

- **Scalability Issues:** The website must be able to handle increasing traffic, order volumes, and user interactions as the business grows without compromising performance or user experience.

#### **Customer Support Challenges: -**

- **Limited Support Channels:** Insufficient customer support options (e.g., phone, email, live chat) can hinder users' ability to seek assistance with inquiries or issues.
- **Delayed Responses:** Long response times or lack of timely resolution to customer queries can lead to dissatisfaction and loss of trust in the courier service.

## **2.2 Feasibility Study: -**

A feasibility study was conducted to determine the viability of developing the Courier Management System (CMS). The study focused on three main areas: technical feasibility, economic feasibility & Operational feasibility.

### **2.2.1 Economical Feasibility: -**

Economical feasibility entails evaluating if a proposed project is financially viable, considering factors like costs, benefits, potential revenues, risks, and the time needed to achieve profitability. Essentially, it's about determining if the benefits justify the costs and if the project aligns with stakeholders' financial objectives. In the case of Courier Management system project, the economic feasibility study will involve an examination of the costs, revenue potential: -

**Cost Analysis:** To conduct a cost analysis to determine the expenses involved in setting up and running the online Courier Management platform. This should include expenses such as website development, hosting fees, marketing expenses, employee salaries, and other overhead costs, So, the overall cost of this system is Rs 37000.

**Revenue Analysis:** Identify potential revenue streams for the Courier Management System, such as service fees, subscription plans, advertising revenue, or partnerships with shipping companies. Estimate revenue projections based on market demand and pricing strategies.

**Profitability Analysis:** Based on the cost and revenue analysis, the feasibility study should determine the profitability of the online Courier Management platform. This will involve comparing the expected revenue with the estimated costs, to determine whether the project is likely to generate a profit.

**Conclusion:** An economic feasibility study for Courier Management System project is essential to determine whether the project is likely to be profitable. By conducting a thorough analysis of the market demand, costs, revenue potential, and profitability, we can determine whether the project is worth pursuing and make informed decisions about its future.

### 2.2.2 Technical Feasibility: -

**Technology Stack:** Evaluate the suitability of PHP and associated frameworks (e.g., Laravel, Symfony) for building the Courier Management System. Consider factors like scalability, performance, security, and developer expertise.

**Database Design:** Design the database schema using MySQL or another relational database management system (RDBMS) to store courier information, user data, orders, and tracking details efficiently.

**Security Measures:** Implement robust security measures to protect sensitive data, prevent unauthorized access, and mitigate common security threats. Utilize PHP security best practices, encryption techniques, and access control mechanisms.

**Scalability Planning:** Design the Courier Management System with scalability in mind to accommodate future growth in user traffic, data volume, and system complexity. Implement scalable architecture patterns, caching mechanisms, and load balancing strategies.

#### Programming Languages:

S. No.	Title	Details
1	Frontend	HTML, CSS, JavaScript
2	Backend	PHP
3	Database	SQL



### 2.2.3 Behavioral Feasibility: -

The Courier Management System aims at maximizing the customer friendliness. The user can easily use the project website as website does not need any special guidance. The following measures are being taken to ensure the same:

- Our platform is designed to be user-friendly, convenient, and value-driven, addressing concerns such as privacy, security, and trust. It evaluates user perception of the value derived from the properties or services offered, incorporating features such as transparent pricing, discounts, and quality assessments.
- Our website ensures round-the-clock accessibility without any inconvenience, and it is highly scalable without compromising functionality. We actively gather user feedback through forms and surveys, continuously enhancing the user experience based on their input. Moreover, we implement personalization features such as user account dashboards, personalized product recommendations, and targeted marketing emails to further engage users
- Evaluate the readiness of stakeholders for adopting a new system by assessing their attitudes towards technological changes. Identify potential resistance to change and develop strategies to address concerns through communication, training, and support.
- Determine the level of support from key stakeholders, including management, employees, and customers. Address any concerns or resistance to change by communicating the benefits of the website and involving stakeholders in the decision-making process
- This application makes 24\*7 with proper accessibility to user without any inconvenience it is quite scalable.

#### 2.2.4 Operational Feasibility: -

**Compatibility with Current Processes:** Determine if the proposed website aligns with the current operational workflows of the courier service company. Evaluate whether it can seamlessly integrate with existing systems and processes, such as order processing, shipment tracking, and delivery scheduling.

**Resource Availability:** Assess if the necessary resources, including hardware, software, personnel, and infrastructure, are available or can be acquired within reasonable constraints. Consider factors such as budget limitations, staffing requirements, and technology infrastructure needed to support the website.

**Scalability:** Evaluate whether the website is scalable to accommodate future growth and changes in business volume. Ensure that the system can handle an increase in the number of users, transactions, and data volume without significant performance degradation or additional resource requirements.

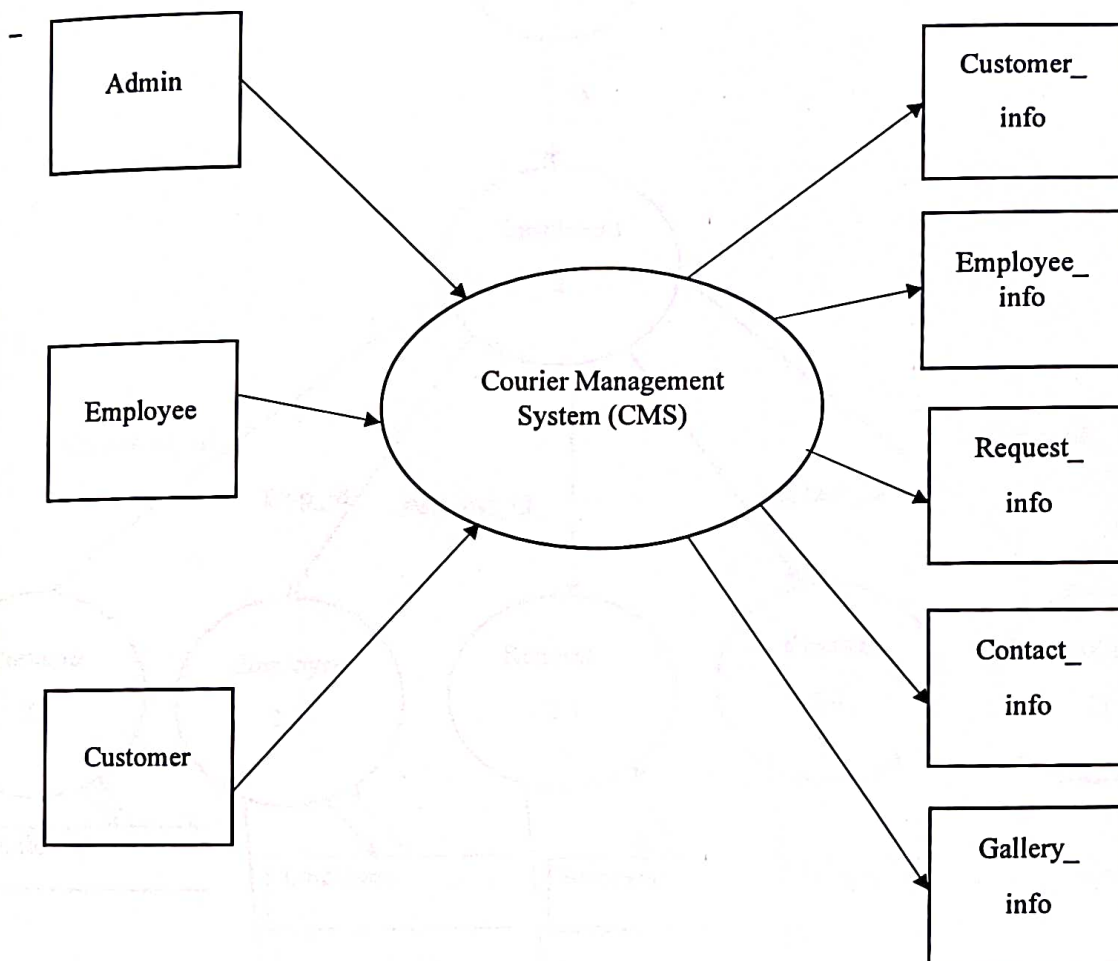
**Training and Support:** Determine the training needs of employees to effectively use the website and manage day-to-day operations. Develop a comprehensive training plan to ensure that staff members are proficient in using the system. Additionally, establish protocols for ongoing technical support and troubleshooting to address any issues that may arise post-implementation.

**Regulatory and Legal Compliance:** Ensure that the website complies with relevant regulations and legal requirements governing the courier service industry. This may include data protection regulations, shipping regulations, and compliance with industry standards for security and privacy.

**Change Management:** Anticipate potential resistance to change from employees and stakeholders and develop strategies to manage and mitigate resistance. Communicate the benefits of the new system, involve stakeholders in the decision-making process, and provide support during the transition period to facilitate smooth adoption.

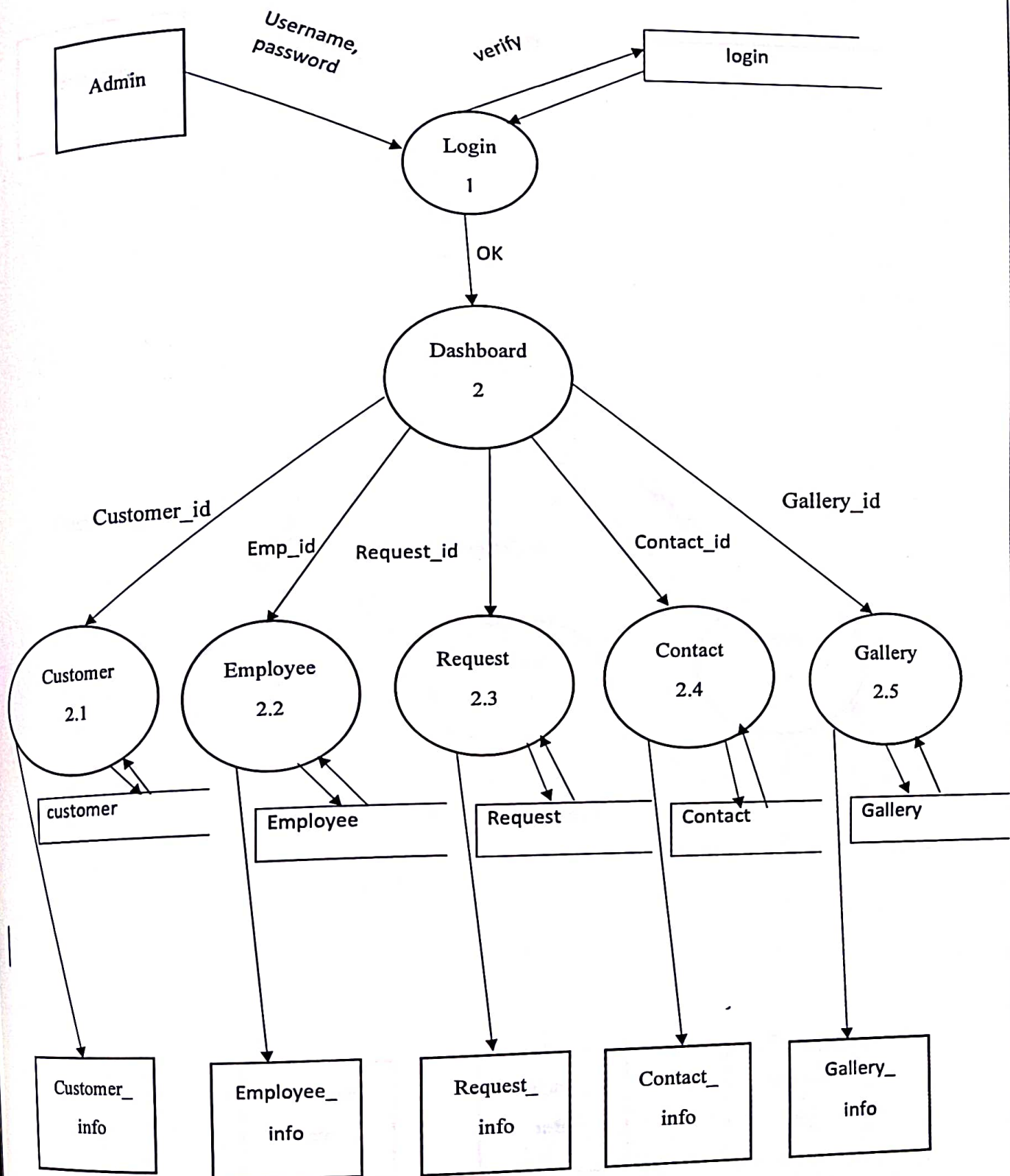
## 2.3 Data Flow Diagram (DFD): -

### 2.3.1 Level 0 DFD: -

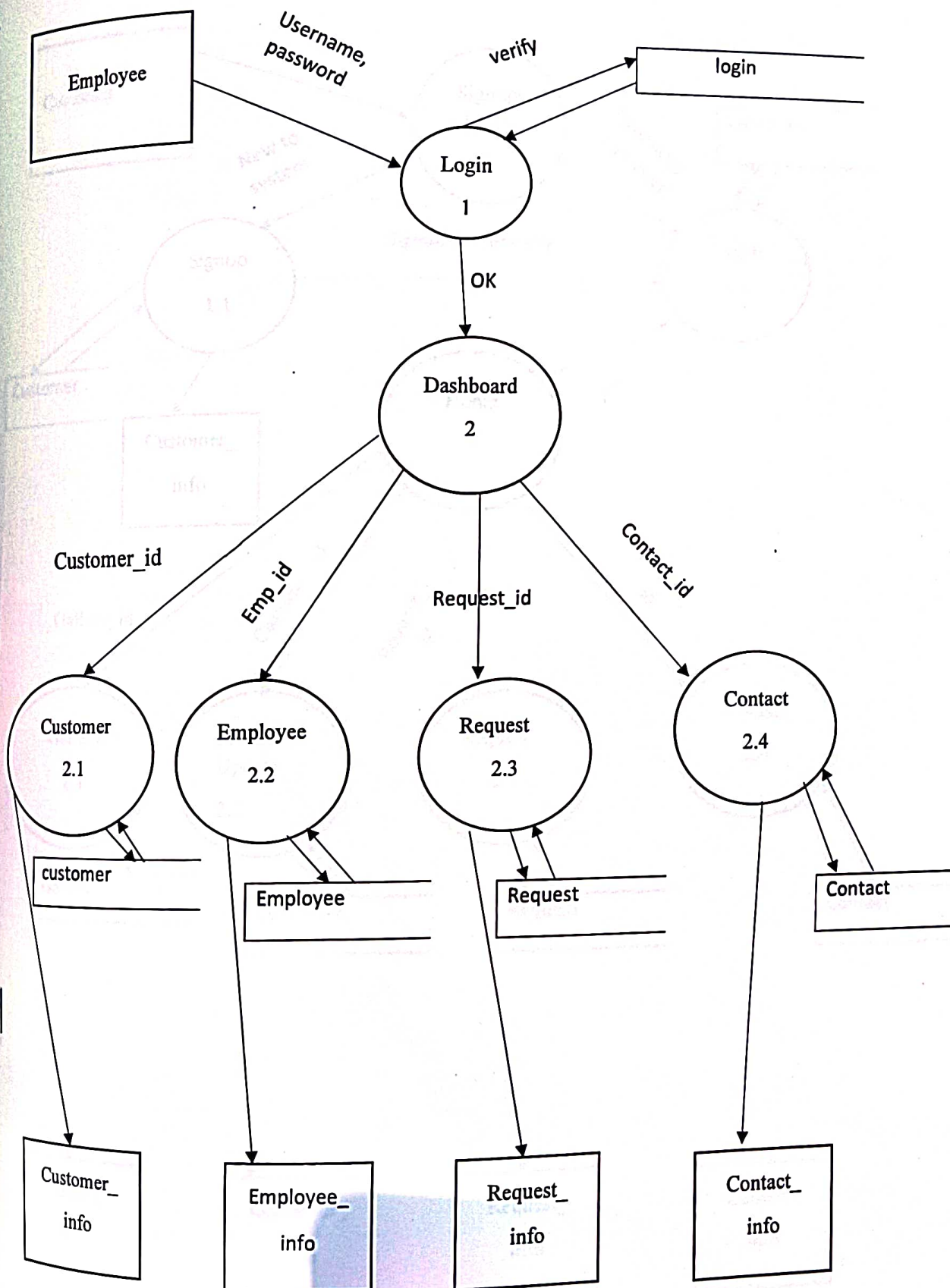




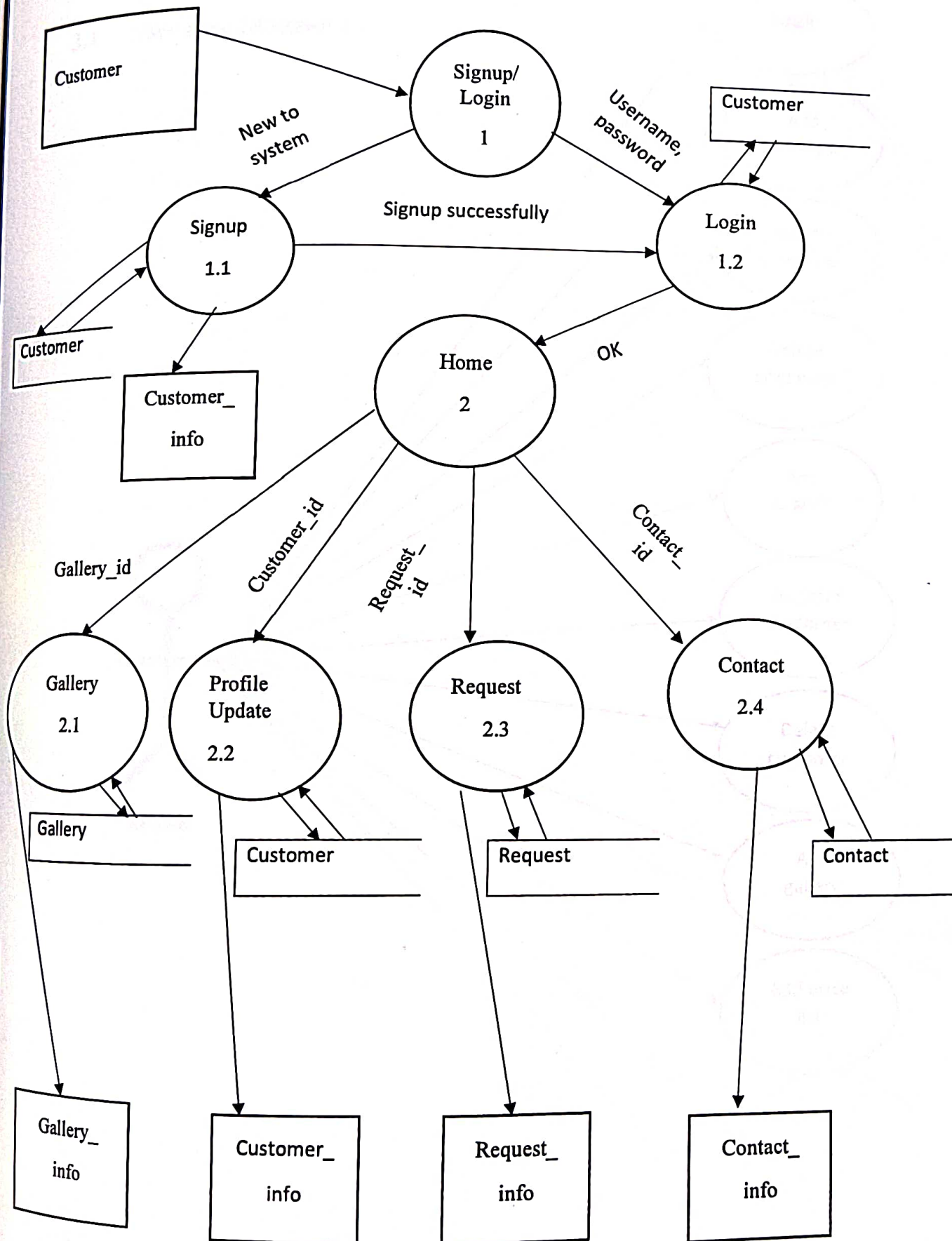
### 2.3.2 LEVEL 1 DFD for Admin: -



### 2.3.3 Level 1 DFD for employee: -



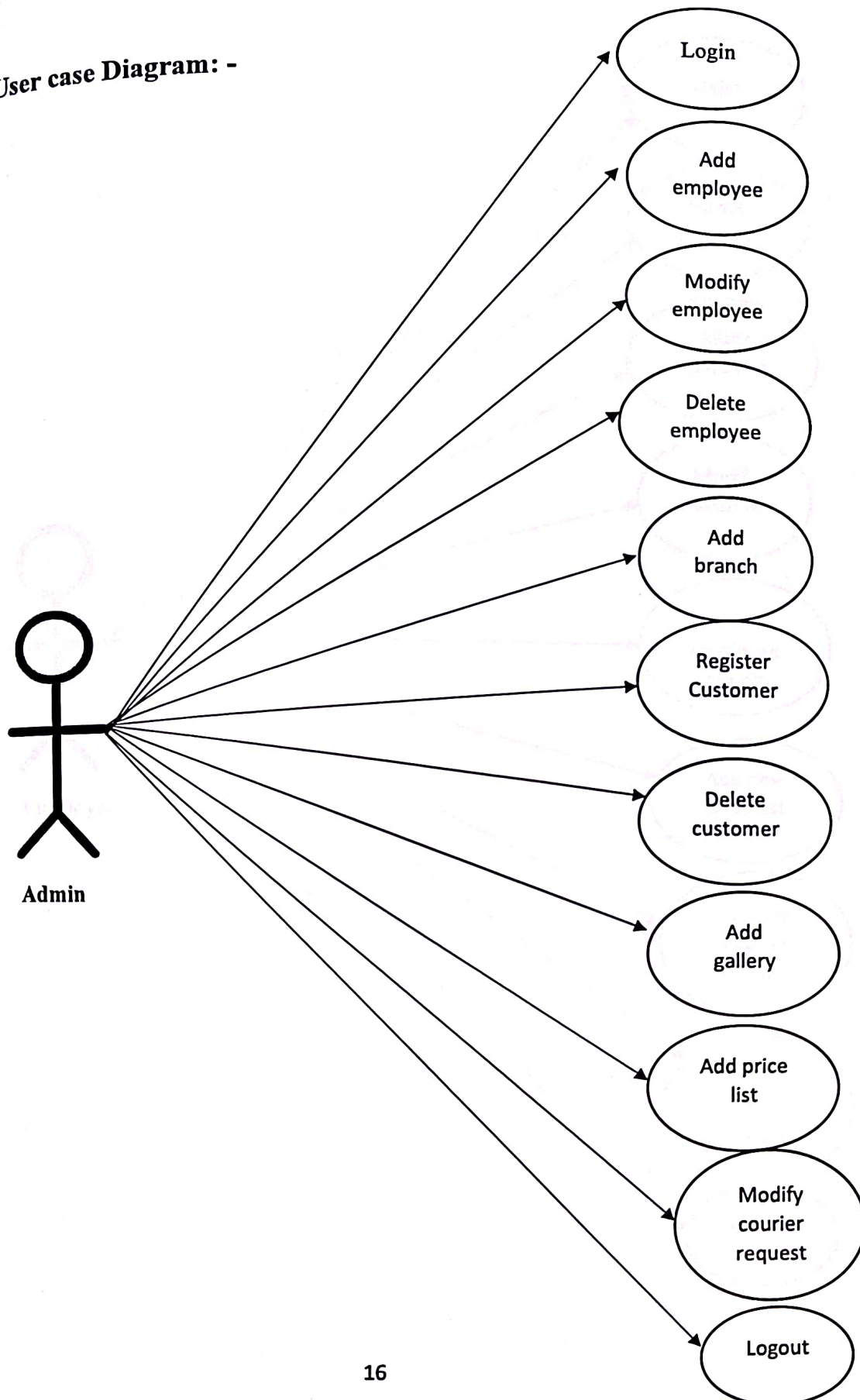
### 2.3.4 Level 1 DFD for Customer: -

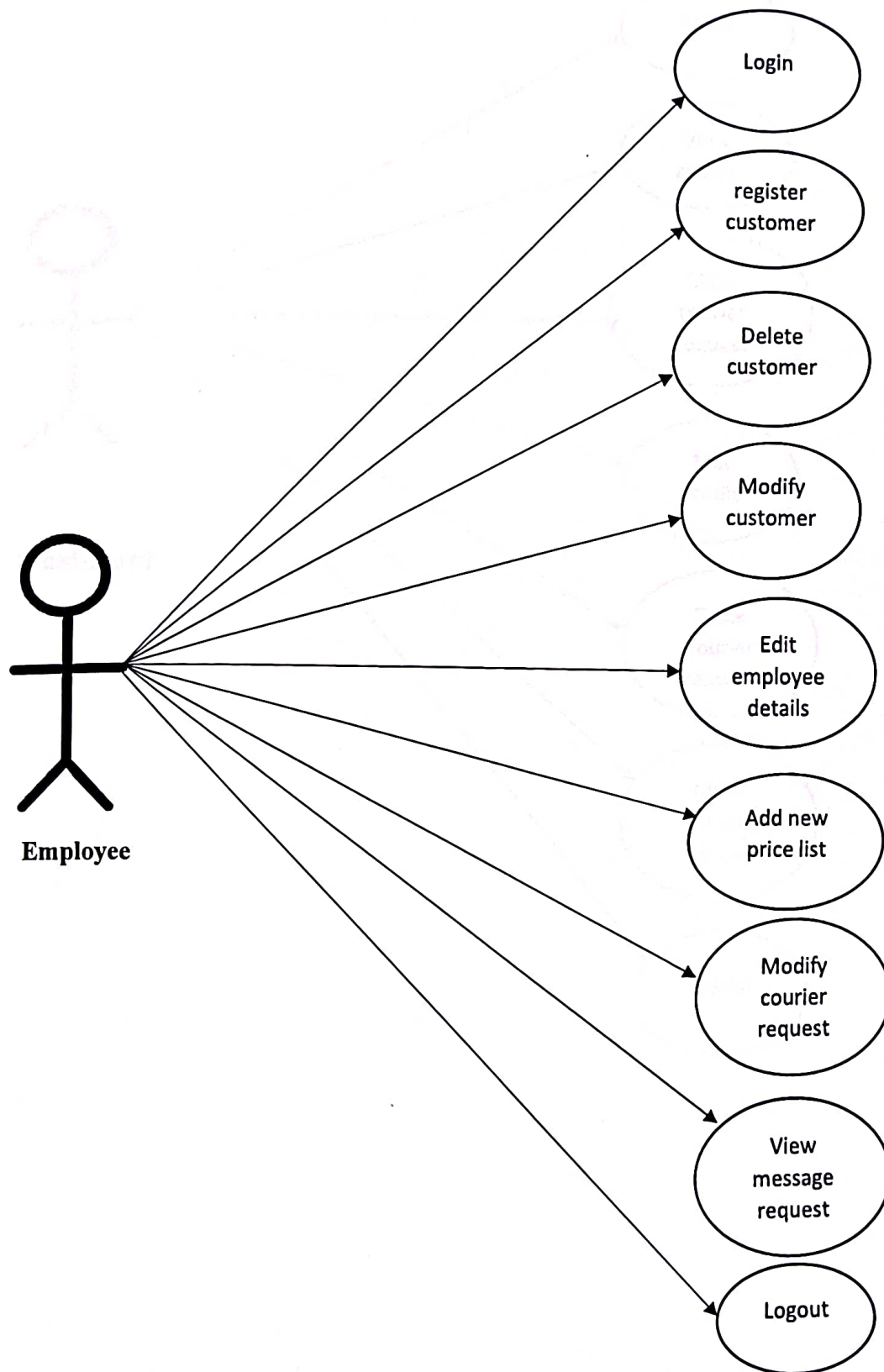


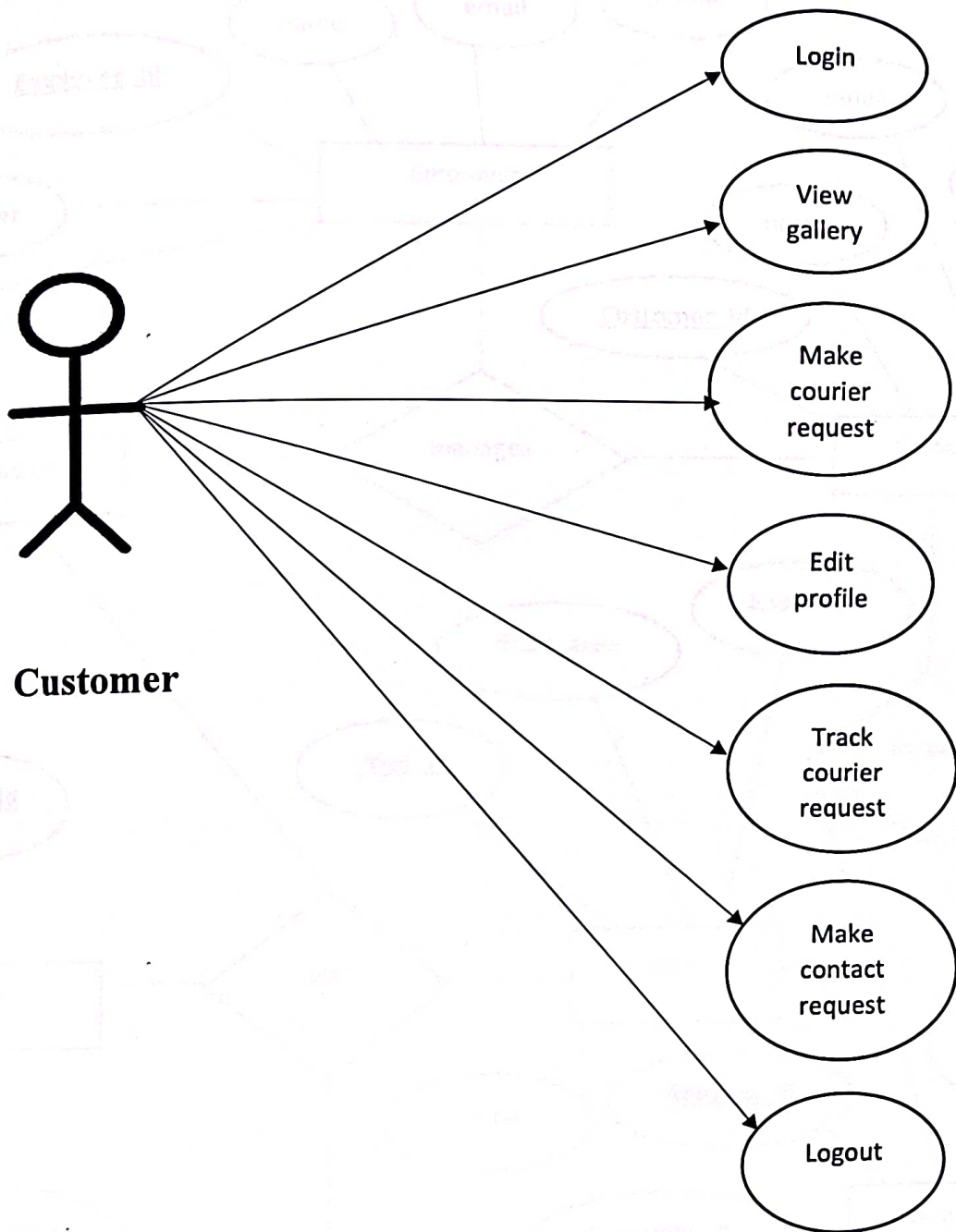


## Chapter 3: SYSTEM DESIGN

### 3.1 User case Diagram: -

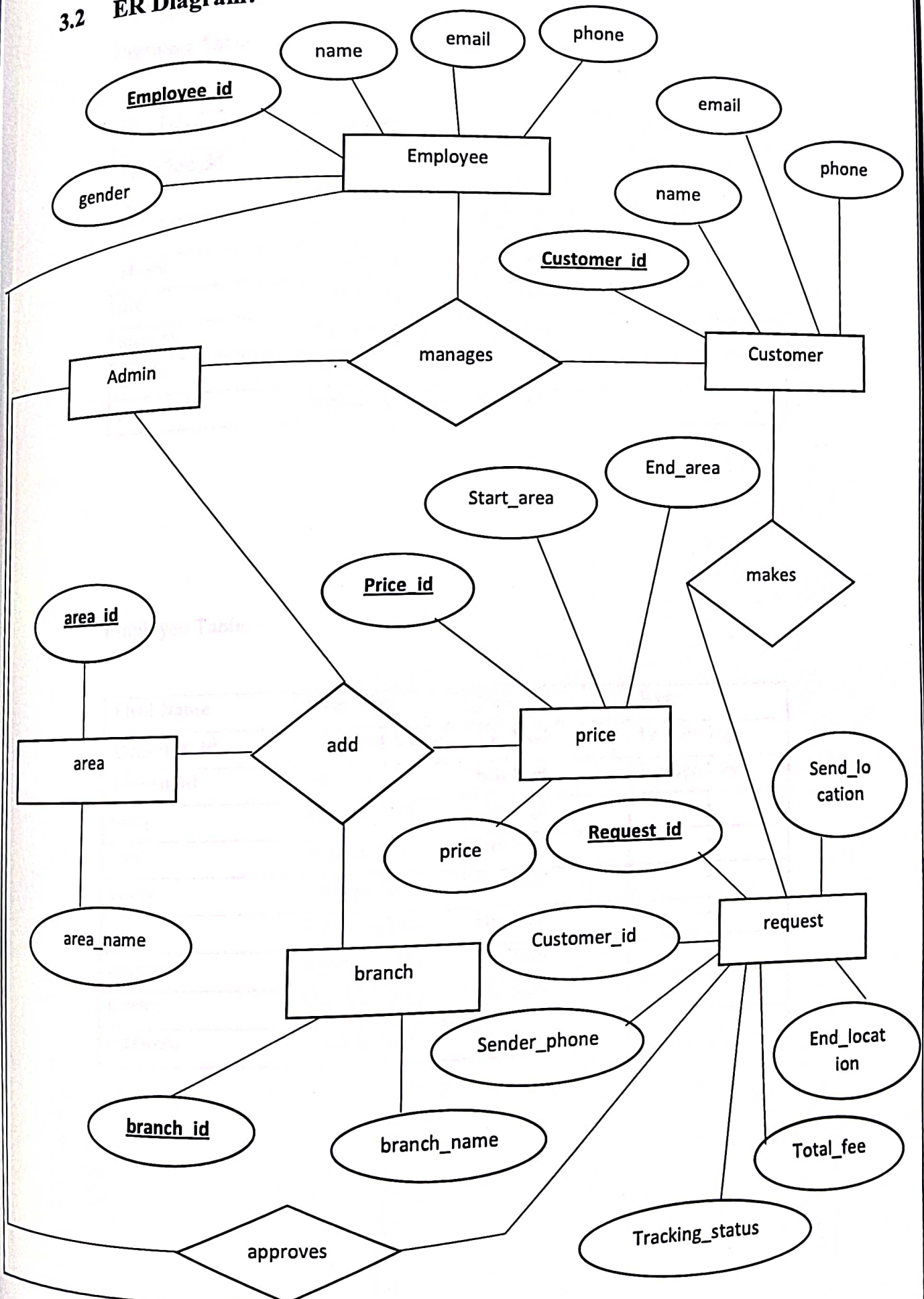








### 3.2 ER Diagram: -



### 3.3 Database Table: -

Customer Table: -

Field Name	Data type	Null	Key
<u>customer_id</u>	Int auto increment	Not Null	Primary key
name	Varchar (255)	Not Null	-
email	Varchar (255)	Not Null	-
phone	Varchar (10)	Not Null	-
nic	Varchar (255)	Not Null	-
address	Varchar (255)	Not Null	-
gender	Int (2)	Not Null	-
password	Varchar (255)	Not Null	-

Employee Table: -

Field Name	Data type	Null	Key
<u>employee_id</u>	Int auto increment	Not Null	Primary key
branch_id	int	Not Null	Foreign Key
name	Varchar (255)	Not Null	-
email	Varchar (255)	Not Null	-
phone	Varchar (10)	Not Null	-
nic	Varchar (255)	Not Null	-
address	Varchar (255)	Not Null	-
gender	Varchar (255)	Not Null	-
password	Varchar (255)	Not Null	-

Branch table: -

Field name	Data type	Null	Key
<u>branch_id</u>	Int auto increment	Not Null	Primary key
Branch_name	Varchar (255)	Not Null	-

Area table: -

Field name	Data type	Null	Key
<u>area_id</u>	Int auto increment	Not Null	Primary key
area_name	Varchar (255)	Not Null	-

Contact table: -

Field Name	Data type	Null	Key
<u>contact_id</u>	Int auto increment	Not Null	Primary key
name	Varchar (255)	Not Null	-
email	Varchar (20)	Not Null	-
subject	Varchar (255)	Not Null	-
message	Varchar (255)	Not Null	-
date_updated	datetime	Not Null	-



Gallery table: -

Field name	Data type	Null	Key
<u>gallery_id</u>	Int auto increment	Not Null	Primary key
gallery_image	Varchar (255)	Not Null	-

Price table: -

Field Name	Data type	Null	Key
<u>price_id</u>	Int auto increment	Not Null	Primary key
start_area	Varchar (255)	Not Null	-
end_area	Varchar (255)	Not Null	-
price	int	Not Null	-
date_updated	datetime	Not Null	-

Request table: -

Field Name	Data type	Null	Key
<u>request_id</u>	Int auto increment	Not Null	Primary key
customer_id	int	Not Null	Foreign Key
sender_phone	int	Not Null	-
weight	int	Not Null	-
send_location	Varchar (255)	Not Null	-
end_location	Varchar (255)	Not Null	-
total_fee	int	Not Null	-
res_phone	int	Not Null	-
red_address	Varchar (255)	Not Null	-
date_updated	datetime	Not Null	-
tracking_status	Varchar (25)	Not Null	-
res_name	Varchar (50)	Not Null	-

## CHAPTER 4: TESTING

### 4.1 Unit Testing: -

We perform unit testing on each and every smallest unit of the developed website individually to check its working. We used different test data to perform the testing. We try possibly each and every type of inputs to check their corresponding outputs, and its related working. We performed these tests on admin login, user sign up, user login, and employee login. We also tested the three modules individually viz. admin module and employee module and user module.

<u>Test Case id</u>	<u>Section</u>	<u>Element name</u>	<u>Test data</u>	<u>Expected result</u>	<u>Actual Result</u>
001	Admin Login	Username, Password	No Data	Please fill out this field.	Test case passed.
		Username, Password	Administrator, *****	Error Occurred	Test case passed.
		Username, Password	Admin, *****	Successfully logged in.	Test case passed.
002	Employee Login	Username, Password	No Data	Please fill out this field.	Test case passed.
		Username, Password	pankaj@, *****	Error Occurred.	Test case passed.
		Username, Password	pankaj@gmail.com, *****	Successfully logged in.	Test case passed.

003	Customer Registration	Full name, email address, phone number, NIC number, address, gender, password, confirm password.	No Data	Please fill out this field.	Test case passed.
		Full name, email address, phone number, NIC number, address, gender, password, confirm password.	Data in incorrect format.	Error Occurred.	Test case passed.
		Full name, email address, phone number, NIC number, address, gender, password, confirm password.	Data in correct format.	Successfully Registered.	Test case passed.
004	Customer Login	Username, password	No Data	Please fill out this field.	Test case passed.
		Username, password	Princysinghal2002, *****	Error Occurred.	Test case passed.
		Username, password	Princysinghal2002@gmail.com, *****	Successfully logged in.	Test case passed.



## 4.2 System Testing: -

- System testing is a type of software testing that evaluates the entire system including all its components.
- Test how the different component of the application navigates to another component.
- Verify that only admin can able to access the admin module.
- Verify that admin dashboard have all the required option to manage all types of data.

Test Case ID	Description
Test Case 1	Only authorized admin can login
Test Case 2	Only authorized employee can login
Test Case 3	Only the login user can make request

Test Cases

Test case	Element Name	Element Type	Input	Expected Result	Actual Result	Test Result
L1.1	user Credentials	Textbox	Wrong/invalid email and password	Displays error	Error displayed	Passed
L1.2	user Credentials	Textbox	Princy*****, *****	Login successfully	Logged in successfully	Passed
L2.1	Make request	Request form (login by user is mandatory)	No input or not all the required fields are filled	Error displays (fill mandatory fields)	Error shown	Passed
L2.2	user profile	user	Create, update, delete, modify operations	All the operations working properly	As expected,	Passed



### 4.3 Compatibility Testing: -

Compatibility testing refers to the process of testing its compatibility across different platforms, devices, browsers, operating systems, and network environments. The objective is to ensure that the website functions work correctly and consistently for users.

#### Test Cases

Test Scenario	Element Name	Element Type	Input	Expected Result	Actual Result	Test Result
1	Device Compatibility	Responsiveness On different devices	Checking Responsiveness on devices for e.g., Laptops, tablets, Smartphones	Website will adapt different screen sizes on different devices without any disbalancing	As expected, the website is full responsive and working perfectly	Passed
2	Operating System Compatibility	Checking website behaviour on different Operating Systems	Working on different Operating Systems e.g., Android systems, macOS, iOS, Windows, etc.	There shouldn't be any changes in website Designing, Working, Accessibility and Performance speed, while switching the Operating System	As Expected, The Website is working all same even on different Operating System expect Linux operating system	Partially Passed
3	End-user Security	Data Security	Testing security measures of users	The logged in user will be able to see his/her own details related information only or correct user-profile is opened for user while logging in	As Expected, Details of login Email is shown, no details of other user are visible to all. Hence Secured	Passed

## 4.4 Validation Testing: -

### Customer Module: -

- **Validate user registration:** Confirm that users can successfully create accounts with the required information and that the data is correctly stored in the database.
- **Validate user authentication:** Ensure that users can log in securely using their credentials and are granted appropriate access permissions based on their role.
- **Validate user profile management:** Verify that users can update their profile information, change passwords, and manage their account settings without encountering errors.

### Admin Module: -

- **Validate admin login and access control:** Confirm that administrators can securely log in and access administrative functions restricted to their role.
- **Validate user management:** Ensure that admins can view, add, edit, and delete user accounts as necessary, with proper validation and error handling.
- **Validate system configuration:** Verify that admins can configure system settings, such as email templates, notification preferences, and other customizable options.

### Employee Module: -

- **Validate employee login and access control:** Confirm that employees can log in securely and access features relevant to their roles, such as managing shipments, updating delivery statuses, and viewing customer details.
- **Validate shipment management:** Ensure that employees can create new shipments, assign couriers, update shipment statuses, and generate reports as required.
- **Validate customer interaction:** Verify that employees can communicate with customers regarding shipment status updates, delivery schedules, and any inquiries or issues.

### Request Module: -

- **Validate request submission:** Confirm that users can submit requests for services such as package pickup, delivery scheduling, or tracking assistance.
- **Validate request processing:** Ensure that requests are received and processed correctly by the system, with notifications sent to relevant parties as needed.
- **Validate request tracking:** Verify that users can track the status of their requests, receive updates on progress, and view any associated details or documentation.

## CHAPTER 5: IMPLEMENTATION

Firstly, we need to install some IDE software for implementing our project which are as follows: -

### Visual Studio Code: -

- Go to the official Visual Studio website: <https://visualstudio.microsoft.com/downloads/>
- Click on the "Download" button for the version of Visual Studio you want to install.
- Choose the components you want to install, such as languages, frameworks, and tools.
- Click on the "Install" button to start the installation process.
- Follow the installation wizard and select the options that suit your needs.

### XAMPP FOR PHP: -

- Go to the official MySQL Workbench website: <https://www.apachefriends.org/>
- Select the appropriate version of XAMPP for your operating system.
- Click on the "Download" button to start the download.
- Once the download is complete, run the installer. Follow the installation wizard and select the options that suit your needs.

### PHP MYSQL: -

- After successfully install XAMPP, start APACHE AND MySQL sever.
- Go to the Google chrome or any other browser and type PHPMYADMIN for accessing PHP MySQL.
- Select new database and create your database for this.



## CHAPTER 6: SAMPLE FORMS AND REPORTS

### 6.1 Home Page:



### 6.2 About us:

Royal Express

HOME ABOUT US GALLERY CONTACT LOGIN REQUEST

#### **ABOUT US**

Royal Express is an Indian premier domestic courier service provider. With the strength of an experienced and talented team, Royal Express functions with the utmost confidence in the broadest coverage, security, and timely delivery of your important documents and packages. Royal Express also has a strong background in logistics management. As a result of the trust we have built with our corporate clients, Royal Express is now the official courier for a number of entities in India. Royal Express upholds high service standards and quality levels to ensure that your packages and documents are handled by professionals.



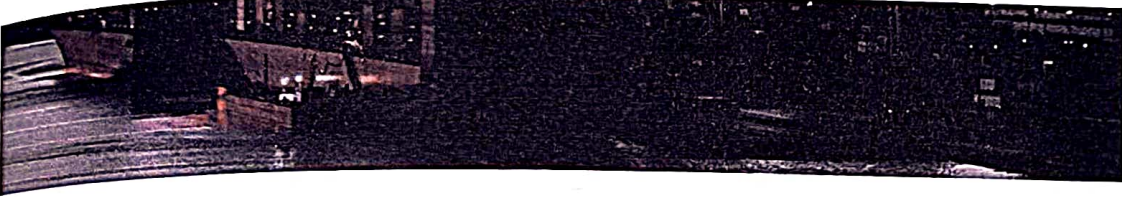


### 6.3 Gallery:

Royal Express

HOME ABOUT US GALLERY CONTACT LOGIN REQUEST

#### GALLERY



### 6.4 Contact:

Royal Express

HOME ABOUT US GALLERY CONTACT LOGIN REQUEST

Name

Princy singhall

Email

Princysinghal2002@gmail.com

Subject

courier

Message

I want to know \_\_\_\_

SEND MESSAGE

Address

No 224, Matara Road, Bangalore, Karnataka, India

Phone

09981924333

Email Address

connect@royalexpress.com



## 6.5 Customer Signup Form:

**Royal Express - Sign Up**

Full Name

Email address

Phone Number

NIC Number

Address

Gender

Password

## 6.6 Customer Login Form:

**Sign In**

Username or Email

Password

Don't have an account? Sign Up or go back to the Home

## 6.7 Profile Form:

Royal Express

HOME ABOUT US GALLERY CONTACT PROFILE TRACKING LOGOUT REQUEST

**Full Name**  
Princy singhal

**Email**  
princysinghal2002@gmail.com

**Phone Number**  
7470865380

**Address**  
Morena

**NIC**  
1234567890

**Gender**

**Profile Settings**

Change Email Change Password Delete

Name  
Princy singhal

Mobile Number  
7470865380

Address  
Morena

NIC  
1234567890

Email ID  
princysinghal2002@gmail.com

Gender

## 6.8 Courier Request Form:

Royal Express

HOME ABOUT US GALLERY CONTACT PROFILE TRACKING LOGOUT REQUEST

**Sending Details**

Phone Number  
07470865380

Weight  
2

Sending Location  
Bangalore

Pick Up Location  
Mysore

**Shipping details**

Price :  
100

**Receiver Details**

Receiver Name  
Princy singhal

Phone Number  
08893930303

Receiver Address

## 6.9 Courier Tracking Form:

Royal Express

HOME ABOUT US GALLERY CONTACT PROFILE TRACKING LOGOUT REQUEST

### COURIER TRACKING

Orders / Tracking

Tracking ID: #20

Shipping Address: taxmibai colony indore	Receiver Mobile: 2147483647	Current Status: Shipped Order	Requested Date: 2024-04-13 21:08:42
Weight: 2	Sender Mobile: 2147483647	Send Location Indore	End Location Bhopal

Order Pending Prepare Order Shipped Order Deliverd

## 6.10 Admin Login Form:

Sign In

Username or Email

admin

Password

\*\*\*\*\*

Sign In

Don't have an account? Sign Up or go back to the Home



## 6.11 Admin Dashboard:

Royal Express

Dashboard

Customer

Price Table

Courier

Message

Branches

Employee

Area

Gallery

Settings

Branches  
4

Customers  
1

Employee  
2

Courier  
Requests  
1

Pending Orders  
0

Accepted  
0

Cancel Orders  
0

Completed  
Orders  
1

## 6.12 Add Employee section:

Royal Express

Dashboard

Customer

Price Table

Courier

Message

Branches

Employee

Area

Gallery

Settings

### Employee

Dashboard / Employee List

Add New

Name	Email	Phone	NIC	Address	Branch	Gender		
Pankaj	pankaj@gmail.com	8893930303	73894033123	Lajapat nagar	Bangalore	Male		
Name	Email	Phone	NIC	Address	Branch	Gender		

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## 6.13 Add Employee Form:

**Employee**

Name: Parag

Email address: parag@gmail.com

Phone Number: 08993930303

NIC: 1345555

Branch: Bangalore

Address: lajapat nagar

Gender: Male

Password: [masked]

Repeat Password: [masked]

**Employee List (Right Sidebar):**

Branch	Gender
laajapat nagar	Male
laajapat nagar	Female

## 6.14 Courier Request Section

**Dashboard / Courier List**

**Tracking ID: #20**

Shipping Address: Princy singhal  
7470865380  
laxmibai colony indore

Receiver Mobile: 2147483647

Current Status: Shipped Order

Requested Date: 2024-04-13 21:08:42

Weight: 2

Sender Mobile: 2147483647

Send Location: Indore

End Location: Bhopal

**Order Status:** Shipped Order

**Order Delete:** [icon]

**Order Progress:**

- Order confirmed
- Prepare Order
- Shipped Order
- Delivered

## 6.15 Add Branch Form:

Royal Express

Dashboard

Customer

Price Table

Courier

Message

Branches

Employee

Area

Gallery

Settings

### Branches

Dashboard / Branch List

10 entries per page

Branch Name

Bangalore

Mysore

Indore

Jaipur

Showing 1 to 4 of 4 entries

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Add New

Search...

## 6.16 Add Area Form:

Royal Express

Dashboard

Customer

Price Table

Courier

Message

Branches

Employee

Area

Gallery

Settings

### Area

Dashboard / Area List

10 entries per page

Area Name

Bangalore

Mysore

Indore

Jaipur

Chennai

Kolkata

Bhopal

Delhi

Add New

Search...



## 6.17 Add Price List Section:

Royal Express

Dashboard

Customer

Price Table

Courier

Message

Branchs

Employee

Area

Gallery

Settings

### Price List

Dashboard / Price List

10 entries per page

Add New

Search...

Start Area	End Area	Price
Bangalore	Mysore	50
Mysore	Bangalore	50
Indore	Bhopal	70
Bhopal	Indore	70

Date  
2024-04-13 20:07:03  
2024-04-13 20:07:27  
2024-04-13 20:07:54  
2024-04-13 20:08:08

Showing 1 to 4 of 4 entries

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## 6.18 Add Price List Form:

Royal Express

Price List

Dashboard / Price List

10 entries per page

Add New

Search...

Date

2024-04-13 20:07:03

2024-04-13 20:07:27

2024-04-13 20:07:54

2024-04-13 20:08:08

Showing 1 to 4 of 4 entries

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Price List

Start Area

Bangalore

End Area

Indore

Price

200

Close

Save changes



## 6.19 Add Gallery Form:

Royal Express

- Dashboard
- Customer
- Price Table
- Courier
- Message
- Branches
- Employee
- Area
- Gallery
- Settings

### Gallery

Dashboard / Image Gallery List

10 entries per page

Add New

Search



## 6.20 Message Section:

Royal Express

- Dashboard
- Customer
- Price Table
- Courier
- Message
- Branches
- Employee
- Area
- Gallery
- Settings

### Message

Name	Email	Subject	Message	
Princy singhal	princysinghal2002@gmail.com	Parcel missing	Hello , My parcel is missing	2024-04-24 13:47:39

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## 6.21 Employee Login Form:

### Sign In

Username or Email

pankaj@gmail.com

Password

\*\*\*\*\*



Sign In

Don't have an account? Sign Up or go back to the Home

## 6.22 Employee Dashboard:

Royal Express

Dashboard

Customer

Price Table

Courier

Message

Employee

Settings

Log Out

Branches  
4

Customers  
1

Employee  
2

Courier  
Requests  
1

Pending Orders  
0

Accepted  
0

Cancel Orders  
0

Completed  
Orders  
1

## CHAPTER 7: CONCLUSION

The development and deployment of the Courier Management System website project mark a significant achievement for our organization. Throughout the project lifecycle, from initial planning to final implementation, our team has worked diligently to create a comprehensive solution that meets the diverse needs of our stakeholders.

The project began with a thorough analysis of requirements, ensuring that we captured all essential functionalities and features necessary for efficient courier management. We then proceeded to design an intuitive and user-friendly interface, focusing on accessibility and ease of use for both administrators and end-users.

During the development phase, our team leveraged modern web technologies and best practices to build a scalable and robust system architecture. Rigorous testing procedures were employed to validate the functionality, reliability, and security of the website, ensuring a seamless user experience and data integrity.

The Courier Management System website encompasses several modules, including customer, admin, employee, and request management, each tailored to fulfill specific roles and responsibilities within our organization. These modules have been thoroughly tested and fine-tuned to ensure optimal performance and usability.

Upon deployment, the Courier Management System website has already demonstrated its value by streamlining operations, improving efficiency, and enhancing communication among team members and customers. Users have reported positive feedback regarding the system's reliability, speed, and ease of use, validating our efforts in meeting their needs.

Looking ahead, we recognize the importance of ongoing maintenance, support, and continuous improvement to ensure the Courier Management System website remains aligned with evolving business requirements and technological advancements. We are committed to monitoring user, addressing any issues promptly, and implementing enhancements to further enhance the system's functionality and user experience.

In summary, the Courier Management System website project represents a significant step forward in modernizing our courier service operations and delivering greater value to our customers. It stands as a testament to our organization's commitment to innovation, efficiency, and excellence in service delivery.



## BIBLIOGRAPHY

The following links were referred during the analysis and execution phase of the project:

- <https://www.bluedart.com/>
- <https://www.madhurcouriers.in/>
- <https://www.tpcindia.com/>
- <https://www.dtdc.in/>
- <https://trackon.in/>

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Summary

## Fortnightly Progress Report

### FORMAT

#### FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR


Name of student	Princy Singhal		Department	MCA (CSF)	
Industry/Organization	SUPER ASSISTANT		Date/Duration	24/01/2024 to 31/01/2024	
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work					✓
Learning capacity/Knowledge up gradation				✓	
Performance/Quality of work				✓	
Behaviour/Discipline/Team work					✓
Sincerity/Hard work					✓
Comment on nature of work done/Area/Topic	Discuss about project, technology used in project and learn html and css.				
<u>OVERALL GRADE (Any one)</u>	Excellent				
<u>Name of Industry Mentor</u>	Mr. Chirag Gupta				
<u>Signature of Industry Mentor</u>					

Receiving Date	16/4/24	Name of Faculty Mentor	Dr. Anshu Chaturvedi	Sign	
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# **FORMAT**

## **FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR**

Name of student	Princy Singhal	Department	MCA (CSE)		
Industry/Organization	SUPER ASSISTANT	Date/Duration	01/02/2024 to 15/02/2024		
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work				✓	
Learning capacity/Knowledge up gradation				✓	
Performance/Quality of work				✓	
Behaviour/Discipline/Team work					✓
Sincerity/Hard work					✓
Comment on nature of work done/Area/Topic	Assigned a project and instruction for developing front end.				
<b>OVERALL GRADE (Any one)</b>	Very Good				
<b>Name of Industry Mentor</b>	Mr. Chirag Gupta				
<b>Signature of Industry Mentor</b>					

Receiving Date	16/4/24	Name of Faculty Mentor	Dr. Anshu Chaturvedi	Sign	
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# **FORMAT**

## **FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR**

Name of student	Princy Singhal	Department	MCA (CSE)		
Industry/Organization	SUPER ASSISTANT	Date/Duration	16/02/2024 to 29/02/2024		
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work					✓
Learning capacity/Knowledge up gradation				✓	
Performance/Quality of work				✓	
Behaviour/Discipline/Team work					✓
Sincerity/Hard work				✓	
Comment on nature of work done/Area/Topic	Designing Interface.				
<b><u>OVERALL GRADE (Any one)</u></b>	Very Good				
<b><u>Name of Industry Mentor</u></b>					
<b><u>Signature of Industry Mentor</u></b>					



Receiving Date	16/4/24	Name of Faculty Mentor	Dr. Anshu Chaturvedi	Sign	
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# **FORMAT**

## **FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR**

Name of student	Princy Singhal	Department	MCA (CSE)		
Industry/Organization	SUPER ASSISTANT	Date/Duration	01/03/2024 to 15/03/2024		
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work				✓	
Learning capacity/Knowledge up gradation			✓		
Performance/Quality of work				✓	
Behaviour/Discipline/Team work				✓	
Sincerity/Hard work			✓		
Comment on nature of work done/Area/Topic	She is very working on Admin Panel.				
<b><u>OVERALL GRADE (Any one)</u></b>	Very Good				
<b><u>Name of Industry Mentor</u></b>					
<b><u>Signature of Industry Mentor</u></b>					





Receiving Date	16/4/24	Name of Faculty Mentor	Dr. Anshu Chaturvedi	Sign	
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# **FORMAT**


## **FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR**


Name of student	Princy Singhal	Department	MCA (CSE)		
Industry/Organization	SUPER ASSISTANT	Date/Duration	16/03/2024 to 31/03/2024		
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work				✓	
Learning capacity/Knowledge up gradation				✓	
Performance/Quality of work				✓	
Behaviour/Discipline/Team work					✓
Sincerity/Hard work					✓
Comment on nature of work done/Area/Topic	She is working on employee panel and instruction to start and work on database and connectivity.				
<b><u>OVERALL GRADE (Any one)</u></b>	Very Good				
<b><u>Name of Industry Mentor</u></b>	Ma. CS (Mrs) Gupta				
<b><u>Signature of Industry Mentor</u></b>					

Receiving Date	16/4/24	Name of Faculty Mentor	Dr. Anshu Chaturvedi	Sign	
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# **FORMAT**

## **FORTNIGHTLY PROGRESS REPORT (FPR) FROM INDUSTRY MENTOR**

Name of student	Princy Singhal		Department	MCA (CSE)	
Industry/Organization	SUPER ASSISTANT		Date/Duration	01/04/2024 to 15/04/2024	
Criterion	Poor	Average	Good	Very Good	Excellent
Punctuality/Timely completion of assigned work				✓	
Learning capacity/Knowledge up gradation			✓		
Performance/Quality of work				✓	
Behaviour/Discipline/Team work					✓
Sincerity/Hard work				✓	
Comment on nature of work done/Area/Topic	She worked on database and connectivity of the project and did testing on each module and fix the error. She sincerely completed her assigned work on time.				
<b><u>OVERALL GRADE (Any one)</u></b>	Excellent				
<b><u>Name of Industry Mentor</u></b>					
<b><u>Signature of Industry Mentor</u></b>					

Receiving Date	16/4/24	Name of Faculty Mentor	Dr. Anshu Chaturvedi	Sign	
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