Postal Management System – Requirement Document

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1. Introduction

1.1 Purpose

The purpose of the Postal Management System is to streamline the process of handling incoming communications within the company by facilitating the structured forwarding, tracking, and processing of messages across various departments and sub-departments.

1.2 Scope

This system is designed to manage the reception, forwarding, and tracking of various types of messages, including emails, WhatsApp messages, faxes, and physical letters. It ensures secure access based on predefined user roles, thereby enabling efficient communication flow within the organization.

1.3 Users and Roles

The system will support the following user roles and their respective functionalities:

- **Reception**:
    - Input and forward messages to department heads.
- **Department Head**:
    - Accept messages, add notes, and forward to the chief clerk or sub-department members.
- **CC (Carbon Copy)**:
    - View accepted messages, add notes, and forward to sub-department members.
- **Department Members**:
    - View messages and previous notes, add new notes, and forward or reject messages as required.
- **Company Management System (Admin)**:
    - Manage users, departments, and system settings.

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2. Functional Requirements

2.1 Reception Features

- Input messages with the following details:
    - Email, WhatsApp, or fax.
    - Select company, subject, and message content.
    - Attach scanned copies.
    - Generate a unique code for each message.
    - Add a note.

- - Include special document details (e.g., check details for letters containing checks, fax numbers for faxed messages).
- Forward messages to the appropriate department heads.
- Track message status (current department, seen, replied, or pending).
- Retrieve rejected messages and reassign them.
- Generate and download reports and Excel files with filtration options.
- Filter the list of messages by relevant columns.

2.2 Department Head Features

- View messages forwarded by the reception.
- Add notes and accept messages.
- Forward accepted messages to the CC.
- Reject messages and return them to the reception if incorrectly assigned.
- View message history, including previous notes and forwarding details.

2.3 CC Features

- View accepted messages from department heads.
- Add notes and forward messages to sub-department members.
- View message history and previous notes.
- Monitor the status of messages within the department.

2.4 Department Member Features

- View forwarded messages.
- Review all previous notes.
- Add new notes and forward messages to relevant entities.

2.5 Message Tracking

- Messages can be sent to multiple departments.
- Message status tracking should include:
  - Current department and role handling the message.
  - Whether the message has been viewed, replied to, or only noted.
- Send status update notifications via SMS or email to external parties.

2.6 Access Control

- Users will be assigned specific roles and departments.
- Access to system functionalities will be restricted based on user roles.
- System administrators will manage user accounts, roles, and department settings.

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3. Non-Functional Requirements

- **Security**: Ensure user authentication and role-based access control.
- **Scalability**: Support multiple departments and large message volumes.
- **User Experience**: Provide an intuitive user interface to facilitate easy tracking and handling of messages.
- **Reliability**: Ensure accurate tracking and logging of all message actions.

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4. Conclusion

The Postal Management System will improve the efficiency of handling messages by providing structured workflows, real-time status tracking, and secure role-based access control. This will ensure seamless communication and effective management of company correspondence.

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5. System Diagram (High-Level Architecture)

The diagram below illustrates the flow of messages and interactions between different user roles within the system:

Actors:

1. Reception
2. Department Head
3. CC (Carbon Copy)
4. Sub-Department Member
5. Company Management System (Admin)

Flow:

1. The Reception receives a message (email, WhatsApp, fax, or physical letter).
2. The Reception enters the message details into the system and forwards it to the Department Head.
3. The Department Head reviews the message, adds notes, and either forwards it to the CC or rejects it back to the Reception.
4. The CC reviews the message and forwards it to Sub-Department Members.
5. Sub-Department Members view the message, add notes, and return it to the Department Head if necessary.

6. The Company Management System (Admin) manages users, roles, and access permissions.

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6. Use Case Diagram

The Use Case Diagram will illustrate the interactions between different users and the system.

Actors and Use Cases:

- **Reception:**
    - Input message details.
    - Attach scanned copies.
    - Forward messages to department heads.
    - Track message status.
    - Reassign rejected messages.
- **Department Head:**
    - View received messages.
    - Add notes and accept/reject messages.
    - Forward messages to the CC.
    - Track message status.
- **CC (Carbon Copy):**
    - View messages.
    - Add notes.
    - Forward messages to sub-department members.
- **Sub-Department Members:**
    - View assigned messages.
    - Check previous notes.
    - Add new notes and forward messages.
- **Admin (Company Management System):**
    - Manage user roles and permissions.
    - Manage departments.
    - View reports and logs.

This document outlines the comprehensive requirements and system architecture necessary for the successful implementation of the Postal Management System.