Project Name: EMF COURIER SERVICE

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Executive Summary

Bangladesh is a developing country, Economy of Bangladesh growing and changing very firstly. Courier service has a big role in the economy of Bangladesh. Various kind of business stablished and ran through courier services. There are so many couriers service operator currently providing service countrywide sometimes worldwide. But still people do not get proper services due to technological barrier. Most of the service provides operates manually that caused many problems like parcel missing, product destroy, deliver to wrong people or address etc.

Here we come with an **Idea** to develop a new platform and start a new era in courier service market.

Keyword

Product based courier option, 24/7 Customer support, Realtime order Tracking, corporate service, ETA, Express delivery, transparency and liability.

Features

- Product based courier option
- 24/7 Customer support
- Realtime order Tracking
- Corporate service
- ETA (Estimated Time Arrival)
- Express delivery
- Transparency and liability

Brief overview of the technology:

Front end: HTML, CSS, JavaScript

1. **HTML**
2. **CSS(Cascading Style Sheets) and Bootstrap**
3. **JavaScript**

Back end: Spring Boot, MySQL

1. **Spring Boot : Spring Data JPA, Spring Web, Lombok, Thymeleaf.**
2. **MySQL: MySql is a database, widely used for accessing querying, updating, and managing data in databases.**

Actor / User of the system

1. **Admin**
   - Super admin
   - Manager
   - Branch support employee
   - Accounts
   - Pickup and Delivery person
   - Online customer support employee
   - Corporate customer support employee
   - Marketing employee
   - HR
   - Driver information
   - Agent
2. **Customers**
   - Customer
   - Corporate Customer

Admin login

- Admin can manage & update whole data
- Manage Shipment

- Add Shipper info, Receiver info and Shipment info.
- Edit/Update Shipment
- List all Shipment
- Search By Consignment Number

- Reports of the project
- Report of all customer
- Report of all consignment
- Report of all shipper
- Report of all pickup Date/Time
- Report of all status

System process

Customer (Users)

Request for Pickup, Track Courier, Make Payments, Courier Booking History

Branch support employee(from)

Received pickup request, Request send delivery man, Product received, Send Shipment process,

Delivery man

Receive request, received product from customer, Submitted product the office,

vehicle inspector

Received product from office, Shipping & Submitted product to the office,

Branch support employee(to)

Received Shipment, Request send delivery man,

Delivery man

Product delivered.

Operation flow chart

From

To

Customer make/send a pickup request

⬇

Branch employee receive the pickup request & message send to delivery man

⬇

Delivery man receive the product from the customer &
deliver product to the office personnel

⬇

Branch employee receive the product & track every product with
individual bar code

⬇

Vehicle inspector receive all the product segregate as per product type
and location and products are ready for shipment

Vehicles on move

To

From

Branch employee receive the shipment & send to delivery man

⬇

delivery man receives the product deliver to the customer