# **Massachusetts Courier Service Management System**

# ***Background***

It is currently very vital for people to ship or receive commodities such as imported furniture, electrical equipment, gifts, commercial goods, and so on. However, the sending and receiving process is not particularly user-friendly. But, there lies a major inconvenience of constantly being in touch with the courier office for updates about the shipments. Courier offices have to communicate with multiple people in order to receive updates and send them to the customers. Hence, a management system would be of paramount importance in this situation.

The Massachusetts Courier Service Management System is a system that enables customers to order courier services to send goods from a source location to a specified destination. Employees can use this system to track the progress of the couriers as they deliver packages.

## ***Mission Statement/ Objectives***

* To develop a centralized system to keep track of all the information regarding courier orders and their movement from the point of origin to the point of destination, which can be accessed by customers to track their orders up until delivery and staff to use the system to effectively coordinate the delivery of the items.
* To track activities such as booking, delivery, status checks and provide timely notification updates to customers.
* To provide effective time management, which ensures that remote labor operates well while accommodating various locations.
* To offer priority based and location specific services, with varied payment options.
* To increase the cost effectiveness as the unwanted labor services can be easily replaced by the database system.
* To improve team collaboration on multiple levels for proper handling of the product and ensure on-time product delivery.