



E-PROJECT

Courier Management System

THIS REPORT IS SUBMITTED TO THE MANAGEMENT OF APTECH
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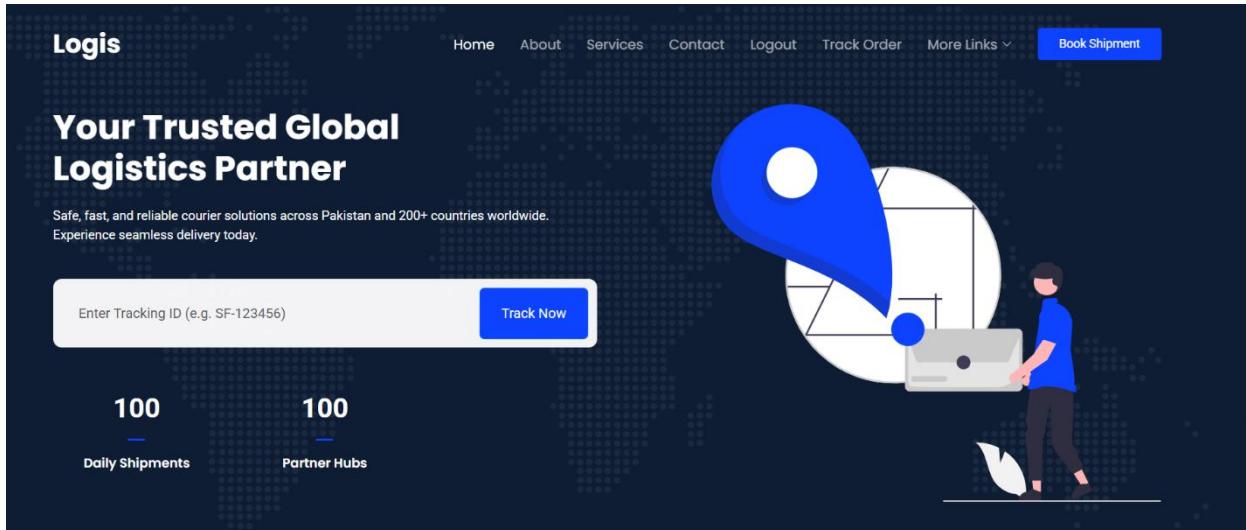
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INTRODUCTION

The **Courier Management System** is an automated web-based application developed using the Laravel framework. It is designed to manage the daily operations of a courier company, including parcel booking, agent management, and real-time tracking.

Project Overview

This system replaces the manual process of recording shipments, making the data entry process faster and more secure. It provides a user-friendly interface for both the staff and the customers.



SYSTEM ANALYSIS

Problem Statement

Manual systems are prone to human errors, lost receipts, and delayed tracking updates. Customers find it difficult to know the exact status of their packages without calling the office.

Proposed Solution

Our solution provides a centralized database where every shipment is assigned a unique tracking ID. This allows for:

- **Instant Tracking**: Real-time updates for customers.
- **Secure Billing**: Automated bill generation.
- **Data Accuracy**: No more manual mistakes in records.

Acknowledgements

I am highly grateful to my project supervisor and teachers for their constant support and guidance throughout the development of this **Courier Management System**. Their insights helped me understand the practical implementation of the **Laravel Framework**. I also thank my peers for their encouragement during the coding and documentation process.

E-Project Synopsis

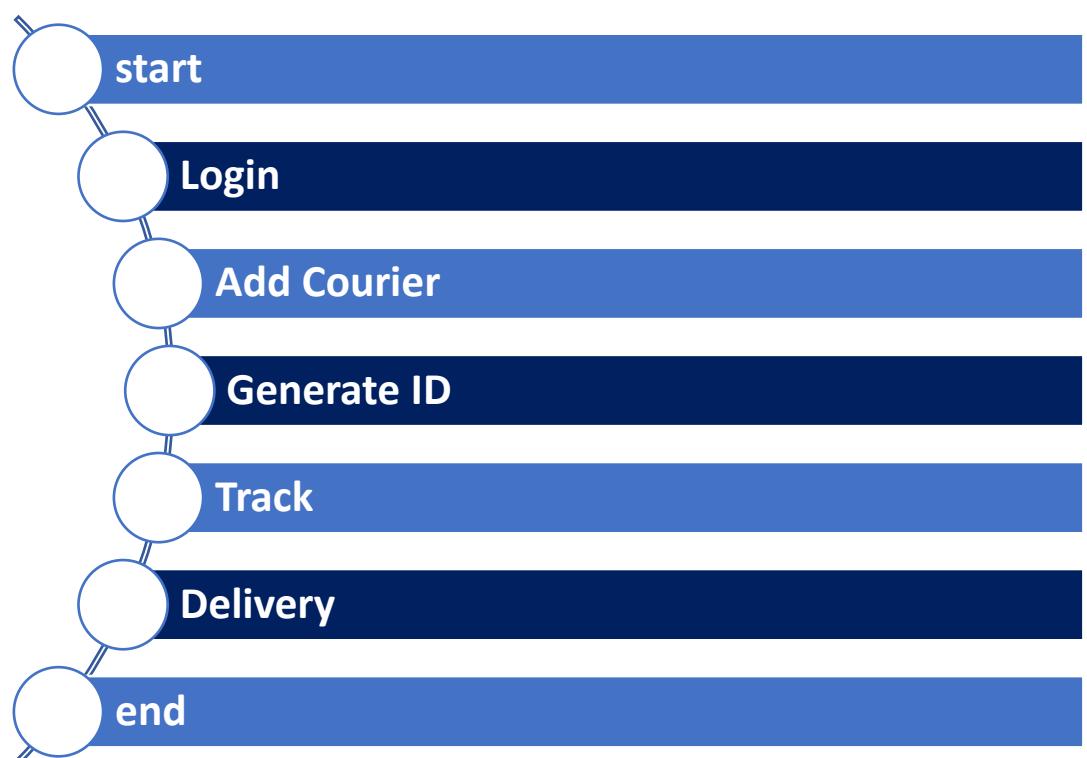
The **Courier Management System** is a high-performance web application designed to manage and track courier shipments efficiently. Built using **Laravel (PHP)** and **MySQL**, it provides a centralized platform for Admins to manage branches and for customers to track their parcels in real-time. The system aims to automate traditional manual logistics tasks.

E-Project Analysis

- **Problem Statement:** Manual courier tracking is slow, prone to data entry errors, and lacks transparency for customers.
- **Proposed Solution:** A digital system where every parcel gets a unique ID, allowing instant status updates and automated billing.
- **Tools Used:** Laravel 10/11, PHP, MySQL, Bootstrap, and XAMPP Server.

System Design (Flowchart)

The following flowchart describes the workflow of the system, starting from user login to courier booking and final delivery status.



Data Flow Diagram (DFD) for Courier Management System

1. Overview

The Data Flow Diagram (DFD) represents how information moves between the Admin, Agent, and the Database within the Courier Website. It highlights the inputs, outputs, and storage points of the system.

2. Entity Descriptions

- **Admin:** The primary controller who manages users, system configurations, and pricing.
- **Agent:** The operational staff (Delivery Personnel/Branch Manager) who updates parcel statuses and manages daily tasks.
- **Database:** The central storage system where all order details, user credentials, and tracking logs are kept.

3. Step-by-Step Data Flow Logic

A. Admin Flow (Management Input)

- **User Management:** Admin sends "New Agent Data" to the Database to create accounts.
- **System Configuration:** Admin sets "Pricing and Delivery Zones" which are stored in the Database for calculation.
- **Report Generation:** Admin requests "Analytics Data" from the Database to monitor business performance.

B. Agent Flow (Operational Input/Output)

- **Authentication:** Agent sends "Login Credentials" to the Database for verification.
- **Task Retrieval:** Agent fetches "Assigned Order Details" from the Database.
- **Status Update:** Agent inputs "Delivery Progress" (e.g., Picked, In-Transit, Delivered) which updates the Database in real-time.

C. Database Flow (Storage & Retrieval)

- **Data Persistence:** Stores all incoming data from Admin and Agents.
- **Tracking Info:** Provides real-time tracking updates when requested by the system or the users.

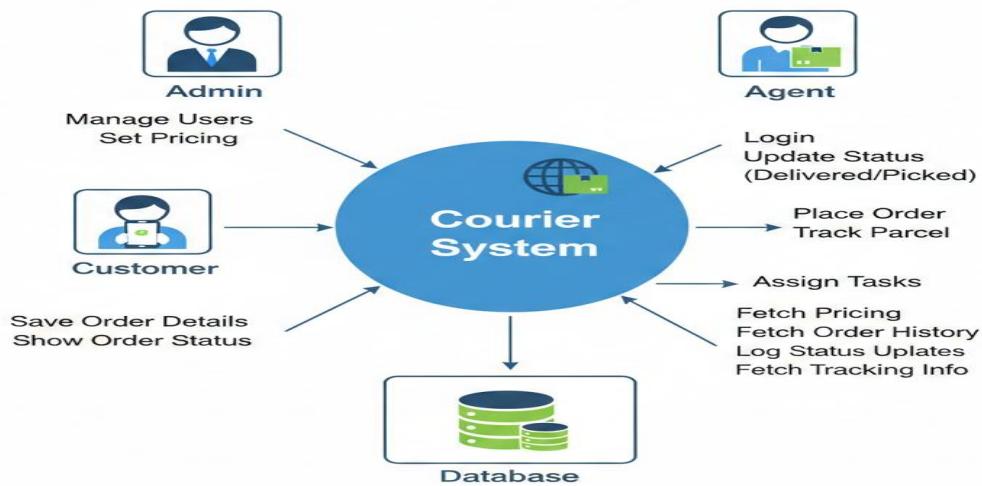
4. Tracking System Flow (Data Movement)

The Tracking system acts as the bridge between the **Database** and the **User/Agent**.

- **Step 1 (Data Entry):** When an **Agent** scans a parcel, they send a "Status Update" (e.g., *Out for Delivery*) to the **Database**.
- **Step 2 (Request):** When a **customer or Admin** enters a Tracking ID on the website, a "Data Query" is sent to the **Database**.
- **Step 3 (Response):** The **Database** finds the matching ID and sends the "Location History & Current Status" back to the screen.

Data Flow diagram and table

Courier Website Data Flow Diagram



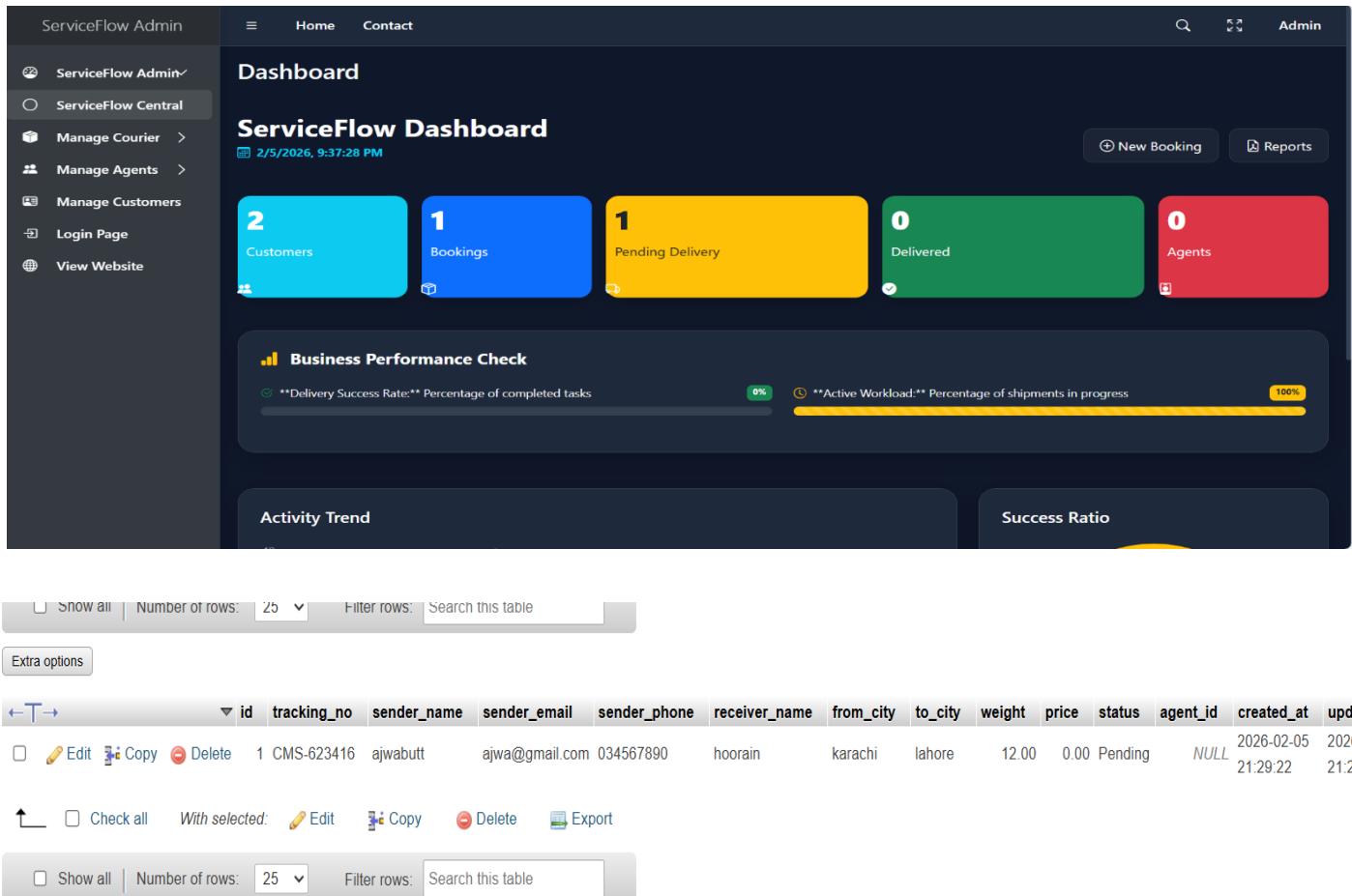
Source	Process	Data Description	Destination
Agent	Update Status	Tracking ID + Current Location	Database
Database	Tracking	Real-time Parcel Status	Customer/Admin
Admin	Monitoring	Overall Courier Movement Logs	Database

Screen Shots (Modules)

Admin Module (The System Manager)

Screenshot 1: Admin Dashboard

The Admin Dashboard provides a comprehensive overview of the entire system, including total shipment counts and active users.

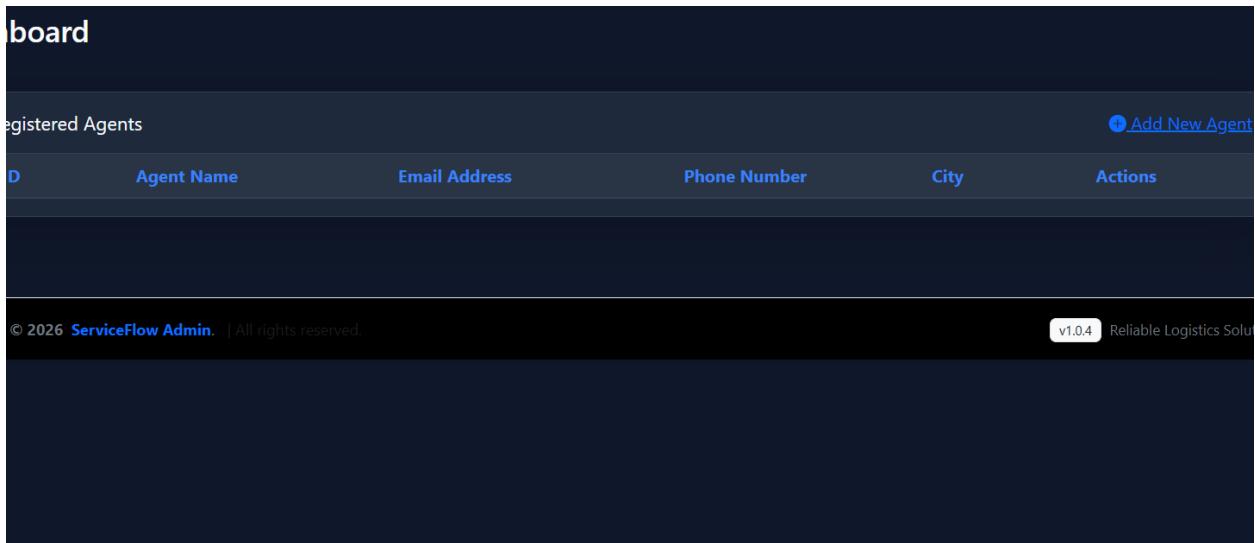


The screenshot displays the ServiceFlow Admin Dashboard. On the left, a sidebar menu lists options like ServiceFlow Admin, ServiceFlow Central, Manage Courier, Manage Agents, Manage Customers, Login Page, and View Website. The main dashboard area features a "ServiceFlow Dashboard" header with the date 2/5/2026, 9:37:28 PM. It includes five summary cards: 2 Customers (blue), 1 Bookings (blue), 1 Pending Delivery (yellow), 0 Delivered (green), and 0 Agents (red). Below these is a "Business Performance Check" section with two progress bars: "Delivery Success Rate" at 0% and "Active Workload" at 100%. At the bottom, there are two tabs: "Activity Trend" and "Success Ratio".

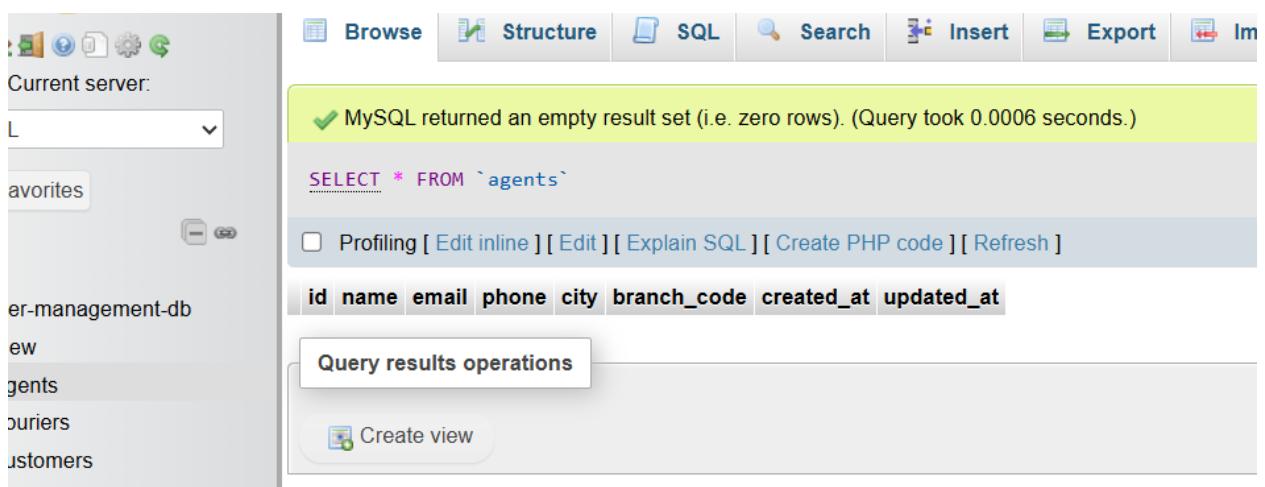
id	tracking_no	sender_name	sender_email	sender_phone	receiver_name	from_city	to_city	weight	price	status	agent_id	created_at	updated_at
1	CMS-623416	ajwabutt	ajwa@gmail.com	034567890	hoorain	karachi	lahore	12.00	0.00	Pending	NULL	2026-02-05 21:29:22	2026-02-05 21:29:22

Screenshot 2: Manage Agents

Admin can create and manage Agent accounts, assigning them to specific branches for operation



The screenshot shows a dark-themed web application interface. At the top, there's a header bar with the 'Dashboard' logo on the left and a search bar on the right. Below the header is a section titled 'Registered Agents' with a table header row containing columns for 'ID', 'Agent Name', 'Email Address', 'Phone Number', 'City', and 'Actions'. There are no data rows in the table. In the top right corner of the main content area, there's a blue button labeled 'Add New Agent'. At the bottom of the page, there's a footer bar with copyright information ('© 2026 ServiceFlow Admin. | All rights reserved.') and a build identifier ('v1.0.4 Reliable Logistics Solution').



The screenshot shows the MySQL Workbench interface. On the left is a tree view of database objects under 'Current server: L'. The central pane shows a query editor with the following content:

```
MySQL returned an empty result set (i.e. zero rows). (Query took 0.0006 seconds.)  
SELECT * FROM `agents`  
 Profiling [ Edit inline ] [ Edit ] [ Explain SQL ] [ Create PHP code ] [ Refresh ]
```

Below the query editor is a results grid with columns: id, name, email, phone, city, branch_code, created_at, updated_at. A 'Query results operations' dropdown menu is open, showing an option to 'Create view'.



Screenshot 3: Manage Users

This module allows the admin to view and manage all registered users who use the system for booking couriers

The screenshot shows the ServiceFlow Admin dashboard. On the left is a sidebar with navigation links: ServiceFlow Admin (selected), ServiceFlow Central, Manage Courier, Manage Agents, Manage Customers, Login Page, and View Website. The main area is titled "Dashboard" and contains a section titled "All Booked Couriers". This section includes a table with columns: Tracking #, Sender Name, Sender Email, Sender Phone, Receiver, Route, Price, Status, and Actions. One row is visible: CMS-623416, ajwabutt, ajwa@gmail.com, 034567890, hoorain, karachi → lahore, Rs. 0, Pending, and edit/delete icons. At the bottom of the dashboard are copyright and version information: Copyright © 2026 ServiceFlow Admin | All rights reserved. v1.0.4 Reliable Logistics Solutions.

The screenshot shows a table of users with the following data:

		id	name	email	email_verified_at	password	role	remember_token	created_at	updated_at
<input type="checkbox"/>	Edit Copy Delete	1	ajwa butt	ajwa@gmail.com	NULL	\$2y\$10\$jl//1XixD70q4xp9ZZe0hugVpUuKdqCsCZOxC2dqEH.g...	user	NULL	2026-02-05 21:23:46	2026-02-05 21:23:46
<input type="checkbox"/>	Edit Copy Delete	2	ajwabutt	ajwabutt@gmail.com	NULL	\$2y\$10\$N1EaLJH5lQT1jjEu8goYQuOl1ShkFZfj/1WUXNM0xhh...	user	NULL	2026-02-06 05:19:53	2026-02-06 05:19:53

At the bottom, there are buttons for "Check all", "With selected:", "Edit", "Copy", "Delete", and "Export".

Screenshot 4: Reports & Analytics

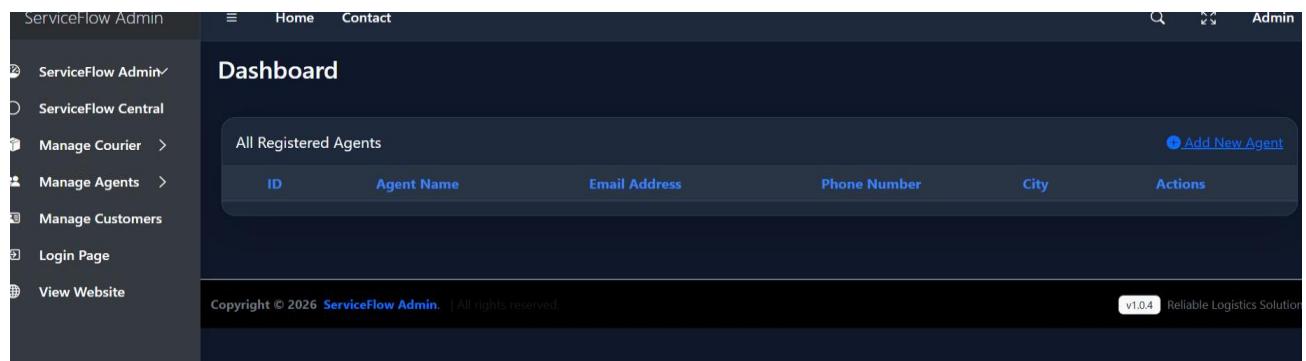
Admin can generate and download detailed Excel or PDF reports of all shipments and status updates.

Tracking No							
	A	B	C	D	E	F	G
1	Tracking N	Sender	Receiver	From	To	Price	Status
2	CMS-6234	ajwabutt	hoorain	karachi	lahore	0	Pending
3							
4							

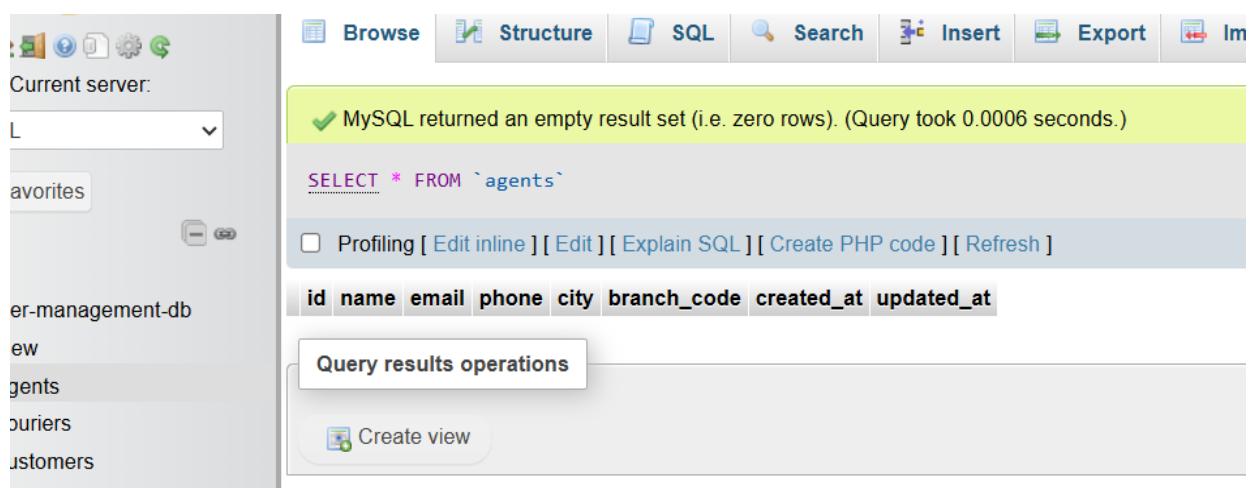
2. Agent Module (The Branch Operator)

Screenshot 5: Agent Dashboard

The Agent Dashboard is designed for branch-level operations, focusing on local courier management



This screenshot shows the ServiceFlow Admin Agent Dashboard. The left sidebar contains links for ServiceFlow Admin, ServiceFlow Central, Manage Courier, Manage Agents, Manage Customers, Login Page, and View Website. The main dashboard header includes Home, Contact, a search bar, and an Admin link. Below the header is a section titled 'All Registered Agents' with a table header row containing columns for ID, Agent Name, Email Address, Phone Number, City, and Actions. A 'Add New Agent' button is located at the top right of this section. At the bottom of the dashboard, there is a copyright notice for ServiceFlow Admin and a version information box for v1.0.4 Reliable Logistics Solution.



This screenshot shows a MySQL query interface. The left sidebar lists databases: er-management-db, ew, agents, couriers, and customers. The main area has a toolbar with Browse, Structure, SQL, Search, Insert, Export, and Import buttons. A message box at the top indicates that MySQL returned an empty result set. Below it, a query is displayed: `SELECT * FROM `agents``. There is a checkbox for Profiling and links for Edit inline, Edit, Explain SQL, Create PHP code, and Refresh. A table header for the results is shown with columns: id, name, email, phone, city, branch_code, created_at, and updated_at. A 'Query results operations' section includes a 'Create view' button.



Screenshot 6: Update Courier Status

Agents have the authority to update the real-time status of each parcel as it moves through the delivery process.

UserPortal

Logout

MAIN MENU

Customer List

Enter Tracking ID

Track your shipment instantly

My Courier History				
Tracking No	Receiver	Destination	Status	Action
CMS-564496	ajwa	lahore	PENDING	<input type="button" value="View & Print"/>

Enter Tracking Number (e.g. CMS-608968)

Shipment Details

Tracking No: CMS-623416 Status: Pending

Sender: ajwabutt Receiver: hoorain

From: karachi To: lahore

Courier Receipt

Print

Total: 1 page

Printer

Save as PDF

Layout

Portrait

Landscape

Pages

All

e.g. 1-5, 8, 11-13

[More settings](#)

Save **Cancel**

2/12/26, 11:48 PM Print Receipt

COURIER RECEIPT

Tracking ID: CMS-623416

Sender: ajwabutt
Receiver: hoorain
Weight: 12.00 KG
Status: Pending

Total Amount: Rs.

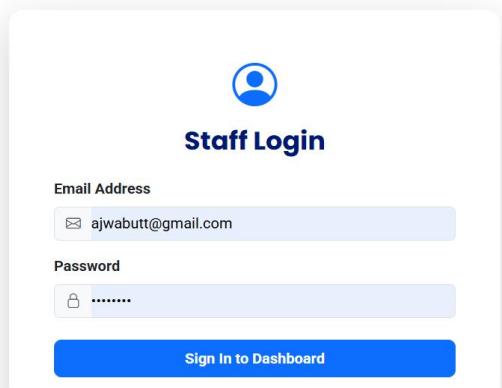
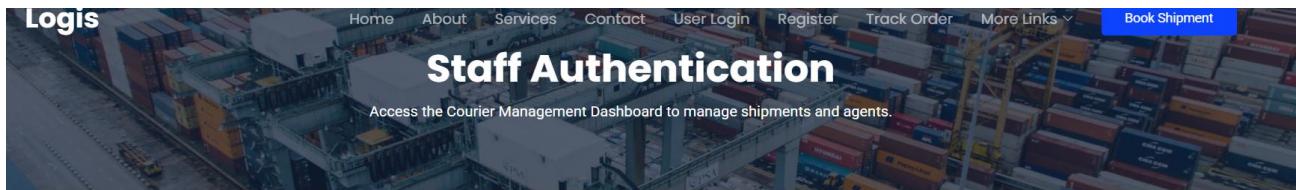
--- Thank You ---

about:blank 1/1

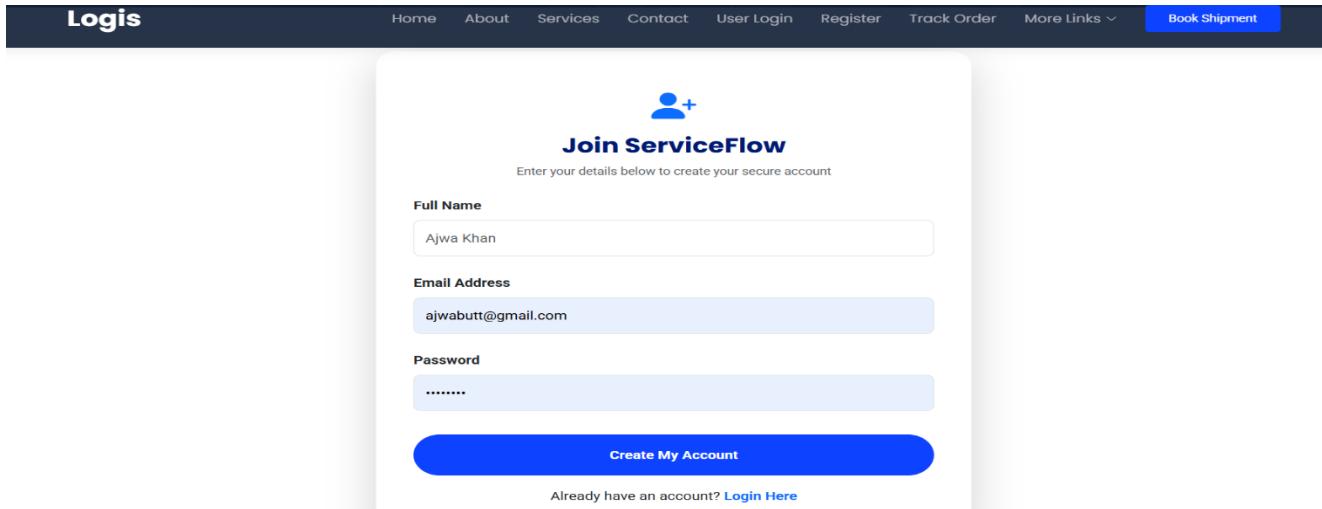
3. User Module (The Customer Portal)

- **Screenshot 7: User Registration & Login**

New users can register themselves on the portal to start booking and tracking their couriers.



The screenshot shows the 'Staff Login' form. It includes a placeholder icon for a user profile, the title 'Staff Login', and two input fields: 'Email Address' containing 'ajwabutt@gmail.com' and 'Password' with a masked value. A blue button labeled 'Sign In to Dashboard' is at the bottom.



The screenshot shows the 'Join ServiceFlow' registration form. At the top, there is a placeholder icon for a user profile with a plus sign, the title 'Join ServiceFlow', and a sub-instruction 'Enter your details below to create your secure account'. The form has three input fields: 'Full Name' with 'Ajwa Khan', 'Email Address' with 'ajwabutt@gmail.com', and 'Password' with a masked value. A blue button labeled 'Create My Account' is at the bottom. Below the button, a link 'Already have an account? [Login Here](#)' is visible.

Screenshot 8: User Dashboard (Booking Table)

The User Dashboard features a data table where users can see all their past bookings and current delivery statuses.

Extra options										
	← T →	▼ id	name	email	email_verified_at	password	role	remember_token	created_at	updated_at
<input type="checkbox"/>	 Edit  Copy  Delete	1	ajwa butt	ajwa@gmail.com	NULL	\$2y\$10\$jL/1XixD70q4xp9ZZe0hugVpUuKdqsCZOxC2dqEH.g...	user	NULL	2026-02-05 21:23:46	2026-02-05 21:23:46
<input type="checkbox"/>	 Edit  Copy  Delete	2	ajwabutt	ajwabutt@gmail.com	NULL	\$2y\$10\$N1EaLJH5lQT1jjEu8goYQuOl1ShkFZfj/1WUXNMOxhh...	user	NULL	2026-02-06 05:19:53	2026-02-06 05:19:53



Screenshot 9: New Booking Form

Users can easily book a new courier by providing sender and receiver information through this form.

Shipment Details
Enter parcel information for an accurate delivery schedule.

Departure City City of Origin **Delivery City** Destination City

Total Weight (kg) Weight in kg **Receiver Name** Who is receiving?

Sender Information

Your Full Name

Email Address Mobile Number (03xx...)

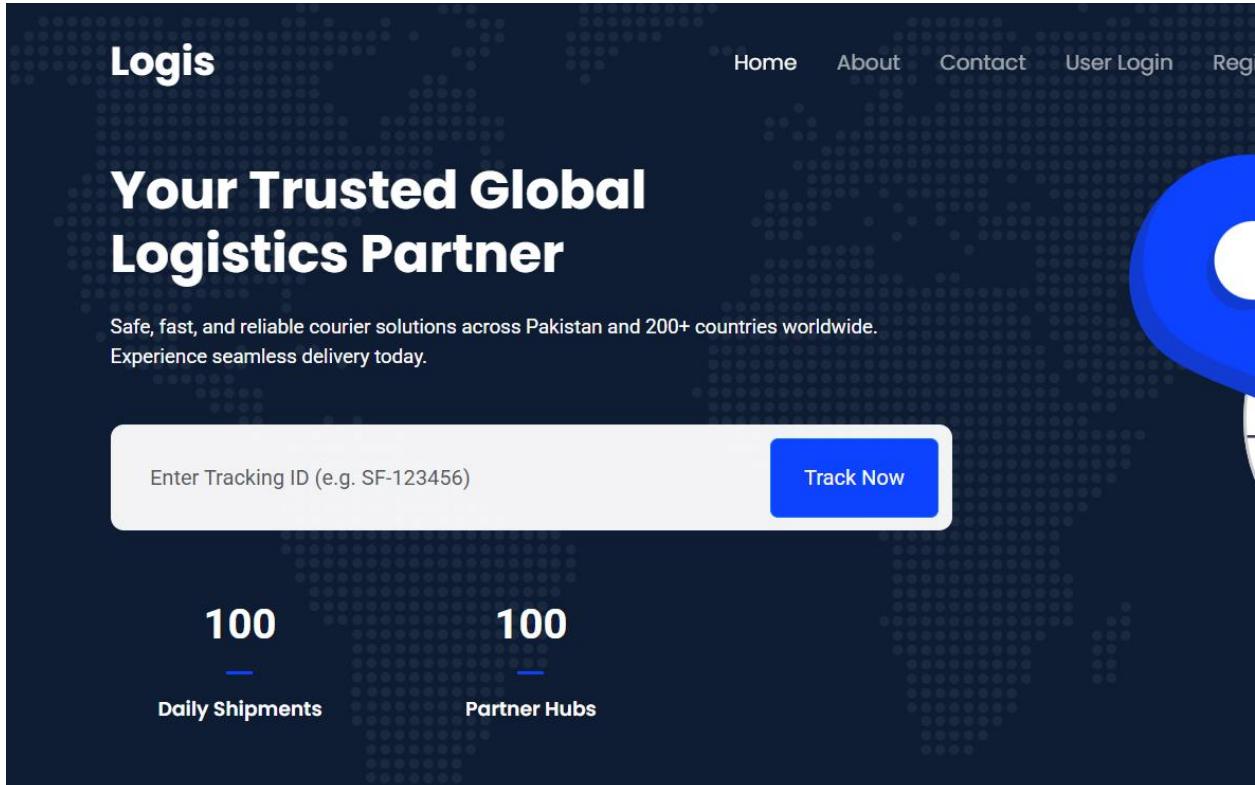
Additional instructions (Optional)

Book Shipment

4. Public Tracking

- **Screenshot 10: Tracking Result Page**

Any user can track their consignment status instantly by entering the unique Tracking ID on the home page.



The screenshot shows the Logis tracking result page. At the top, there is a navigation bar with the brand name "Logis" on the left and links for "Home", "About", "Contact", "User Login", and "Reg" on the right. Below the navigation, a large heading reads "Your Trusted Global Logistics Partner". A subtext below it states: "Safe, fast, and reliable courier solutions across Pakistan and 200+ countries worldwide. Experience seamless delivery today." In the center, there is a search input field with the placeholder "Enter Tracking ID (e.g. SF-123456)" and a blue "Track Now" button. Below this, two statistics are displayed: "100 Daily Shipments" and "100 Partner Hubs", each accompanied by a small graphic of a truck and a globe respectively.

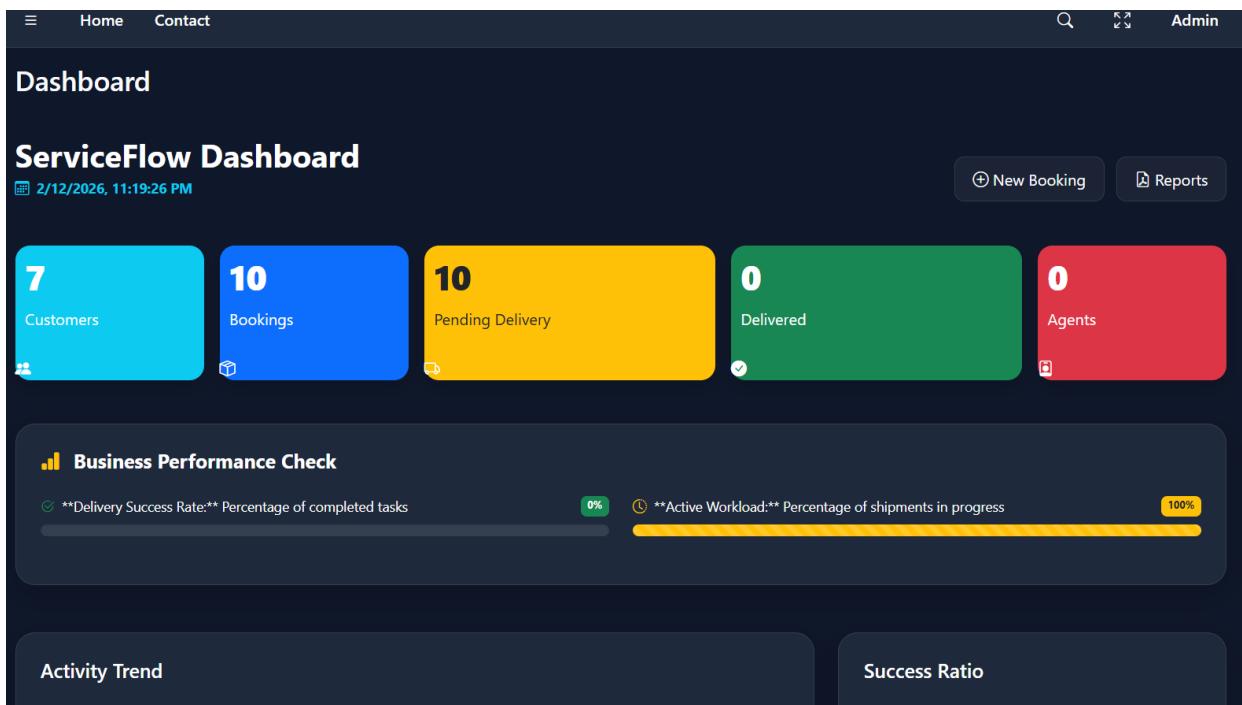


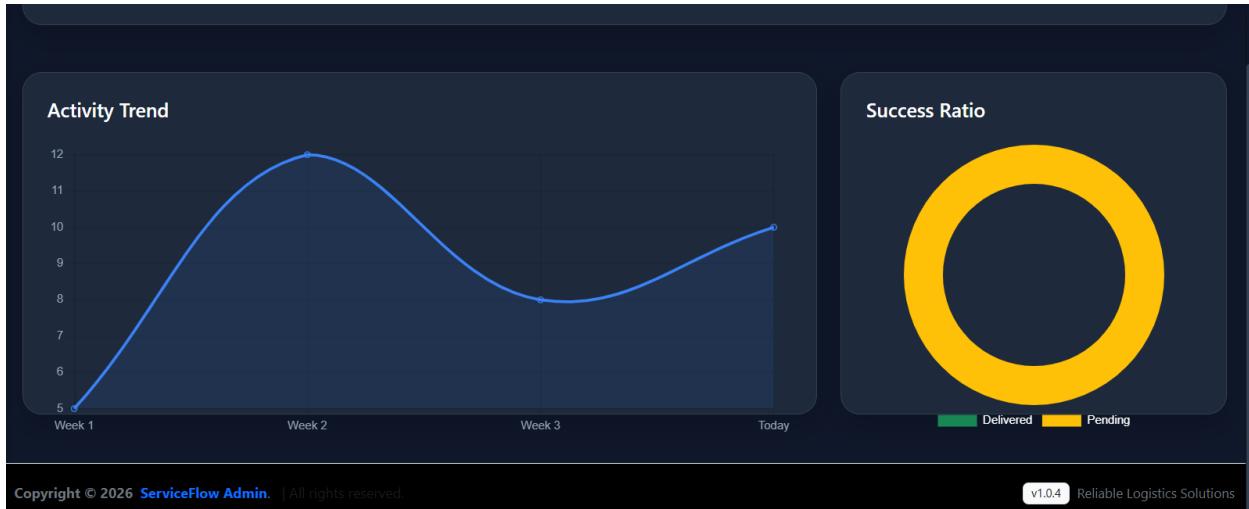
User Guide (System Operation Manual)

This section explains how the different users (Admin, Agent, and User) can operate the Courier Management System.

1. Admin Operations (Master Control)

- Login:** Admin can log in using their email and password.
- Managing Agents:** Admin can add new agents and assign them to specific branches.
- Managing Users:** Admin can view the list of all registered users who book couriers.
- Reports:** Admin can view the total count of couriers and download shipment reports.







2. Agent Operations (Branch Management)

- Login:** Agents use their specific credentials to manage branch-level tasks.
- Updating Status:** The primary job of the agent is to change the status of a courier (e.g., from 'Pending' to 'In Transit' or 'Delivered').
- Branch Reports:** Agents can see the list of couriers handled by their own branch.

Tracking #	Sender Name	Sender Email	Sender Phone	Receiver	Route	Price	Status	Actions
CMS-623416	ajwabutt	ajwa@gmail.com	034567890	hoorain	karachi → lahore	Rs. 0	Pending	
CMS-957797	ajwa	ajwa@gmail.com	0356789966	hoorain	karachi → lahore	Rs. 0	Pending	



3. User Operations (Customer Portal)

Registration: New users can create an account by filling out the sign-up form.

Dashboard & Booking: After logging in, the user sees a table of their previous bookings and can fill out a form for a new courier.

Personal Tracking: Users can see the real-time status of their own parcels directly in their dashboard table.

The screenshot shows the 'UserPortal' interface. On the left, there's a sidebar with 'MAIN MENU' containing 'Customer List' and a search bar labeled 'Enter Tracking ID' with a magnifying glass icon. Below the search bar is the text 'Track your shipment instantly'. At the top right, there's a 'Logout' button. The main content area is titled 'My Courier History' and displays a table with one row of data:

Tracking No	Receiver	Destination	Status	Action
CMS-564496	ajwa	lahore	PENDING	View & Print



4. Public Tracking

- **Home Page Tracking:** Any person can enter a Tracking ID on the home page search bar to check where their parcel is.

The screenshot shows the homepage of Logis, a logistics company. The header features the word "Logis" in white, a blue circular graphic, and navigation links for Home, About, Contact, User Login, and Register. The main section has a dark blue background with the text "Your Trusted Global Logistics Partner" in large white letters. Below it, a subtext reads: "Safe, fast, and reliable courier solutions across Pakistan and 200+ countries worldwide. Experience seamless delivery today." A tracking input field with placeholder text "Enter Tracking ID (e.g. SF-123456)" and a "Track Now" button are visible. At the bottom, two statistics are displayed: "100 Daily Shipments" and "100 Partner Hubs".

Logis

Home About Contact User Login Register

Your Trusted Global Logistics Partner

Safe, fast, and reliable courier solutions across Pakistan and 200+ countries worldwide. Experience seamless delivery today.

Enter Tracking ID (e.g. SF-123456)

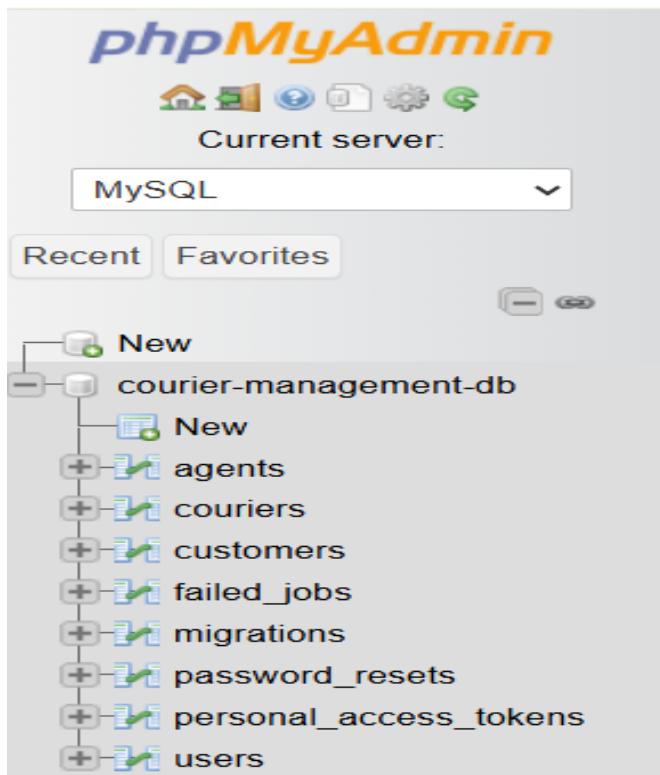
Track Now

100 Daily Shipments

100 Partner Hubs

Database Section (End of Report)

Database Structure: This section shows the backend tables of the system.



The screenshot displays the PhpMyAdmin interface. At the top, the title "phpMyAdmin" is visible along with various navigation icons. Below the title, it says "Current server: MySQL". There are tabs for "Recent" and "Favorites". The main area shows a tree view of database structures. A "New" folder is at the top level. Underneath it is the database "courier-management-db", which contains the following tables: agents, couriers, customers, failed_jobs, migrations, password_resets, personal_access_tokens, and users. Each table icon has a green checkmark next to it.



Developer's Guide

This guide provides technical details for developers to set up, maintain, and understand the internal logic of the Courier Management System.

1. Technical Stack (Tools Used)

- Frontend: HTML5, CSS3, Bootstrap 5, JavaScript.
- Backend Framework: Laravel (PHP).
- Database: MySQL.
- Server: XAMPP / WAMP (Apache Server).

2. System Setup & Installation

To run this project locally, follow these steps:

- **Database Configuration:** * Open **phpMyAdmin** and create a database named **courier_management-db**.
- Import the provided **.sql** file into this database.

```
 1 APP_NAME="Laravel"
 2 APP_ENV=local
 3 APP_KEY=base64:00owJbPbq09JbwYYh3VfGD3FFfe+sx7SuYXry67yHqk=
 4 APP_DEBUG=true
 5 APP_URL=http://localhost
 6
 7 LOG_CHANNEL=stack
 8 LOG_DEPRECATIONS_CHANNEL=null
 9 LOG_LEVEL=debug
10
11 DB_CONNECTION=mysql
12 DB_HOST=127.0.0.1
13 DB_PORT=3306
14 DB_DATABASE=courier-management-db
15 DB_USERNAME=root
16 DB_PASSWORD=
17
18 BROADCAST_DRIVER=log
19 CACHE_DRIVER=file
20 FILESYSTEM_DRIVER=local
21 QUEUE_CONNECTION=sync
22 SESSION_DRIVER=file
23 SESSION_LIFETIME=120
24
25 MEMCACHED_HOST=127.0.0.1
26
27 REDIS_HOST=127.0.0.1
28 REDIS_PASSWORD=null
29 REDIS_PORT=6379
30
31 MAIL_MAILER=smtp
32 MAIL_HOST=mailhog
33 MAIL_PORT=1025
```



➤ Environment Setup:

- Update the **.env file** in the root folder with your database credentials:

Plaintext

DB_DATABASE=courier_mangement-db

DB_USERNAME=root

DB_PASSWORD=

➤ Running the Application:

- Open the terminal in the project folder and run: `php artisan serve`
- Access the website at <http://127.0.0.1:8000>.

3. Module Logic & Description

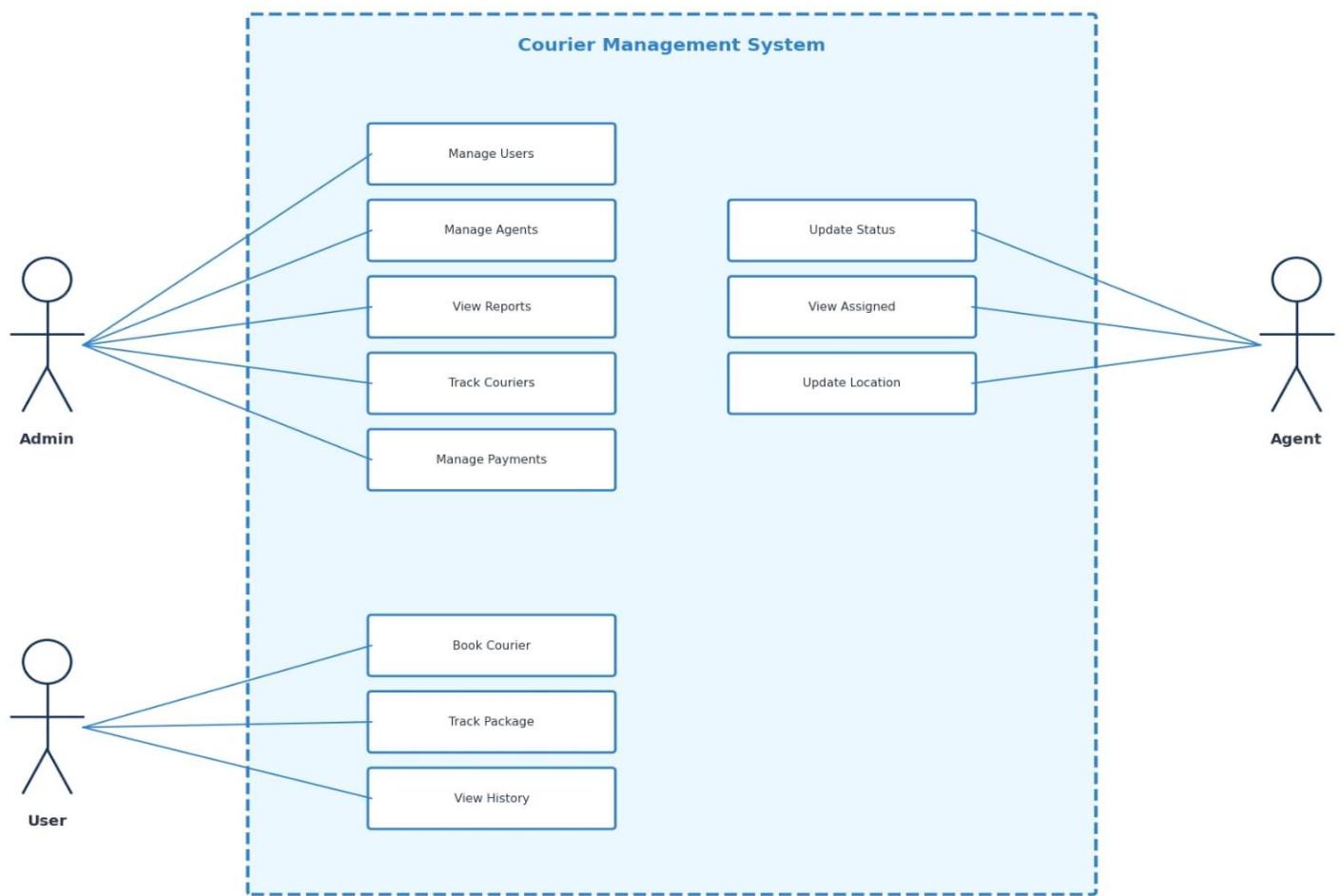
Developers should note the following logic used in the modules:

- **Authentication Logic:** The system uses a **Middleware** to check user roles. Depending on the role column in the users table (Admin, Agent, or User), the system redirects the person to their specific dashboard.
- **Courier Management:** Every time a new courier is booked, the system generates a unique **Tracking ID** using a random alphanumeric function.
- **Status Update Workflow:** The status field in the couriers table is updated via a dropdown menu in the Agent panel. This change is instantly reflected on the User's dashboard and the Public Tracking page.

4. Database Relationships

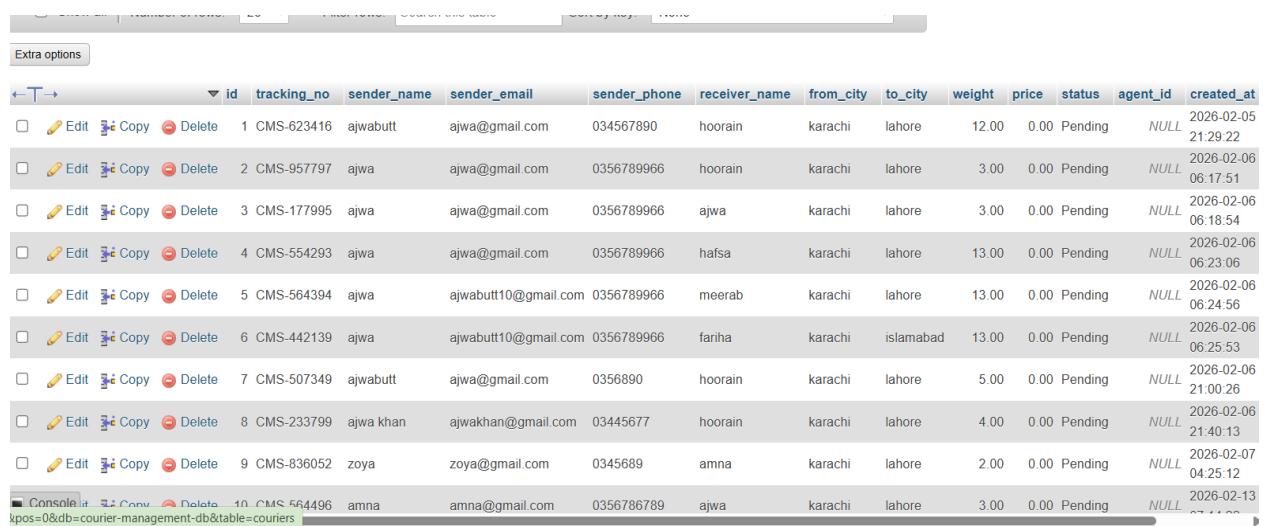
- **Users Table:** Stores Admin, Agent, and User data.
- **Couriers Table:** Linked to the Users table via user_id to track who booked the parcel.

Use Case Diagram



Database Structure (Backend)

The backend of this system is managed by a MySQL database. It consists of multiple tables like 'Users', 'Couriers', and 'Branches' to store all the information securely.



	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	id	tracking_no	sender_name	sender_email	sender_phone	receiver_name	from_city	to_city	weight	price	status	agent_id	created_at
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	1	CMS-623416	ajwabutt	ajwa@gmail.com	034567890	hoorain	karachi	lahore	12.00	0.00	Pending	NULL	2026-02-05 21:29:22
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	2	CMS-957797	ajwa	ajwa@gmail.com	0356789966	hoorain	karachi	lahore	3.00	0.00	Pending	NULL	2026-02-06 06:17:51
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	3	CMS-177995	ajwa	ajwa@gmail.com	0356789966	ajwa	karachi	lahore	3.00	0.00	Pending	NULL	2026-02-06 06:18:54
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	4	CMS-554293	ajwa	ajwa@gmail.com	0356789966	hafsa	karachi	lahore	13.00	0.00	Pending	NULL	2026-02-06 06:23:06
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	5	CMS-564394	ajwa	ajwabutt10@gmail.com	0356789966	meerab	karachi	lahore	13.00	0.00	Pending	NULL	2026-02-06 06:24:56
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	6	CMS-442139	ajwa	ajwabutt10@gmail.com	0356789966	fariha	karachi	islamabad	13.00	0.00	Pending	NULL	2026-02-06 06:25:53
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	7	CMS-507349	ajwabutt	ajwa@gmail.com	0356890	hoorain	karachi	lahore	5.00	0.00	Pending	NULL	2026-02-06 21:00:26
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	8	CMS-233799	ajwa khan	ajwakhan@gmail.com	03445677	hoorain	karachi	lahore	4.00	0.00	Pending	NULL	2026-02-06 21:40:13
	<input type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	9	CMS-836052	zoya	zoya@gmail.com	0345689	amna	karachi	lahore	2.00	0.00	Pending	NULL	2026-02-07 04:25:12
	<input checked="" type="checkbox"/>	<input type="checkbox"/> Edit	<input type="checkbox"/> Copy	<input type="checkbox"/> Delete	10	CMS-564496	amna	amna@gmail.com	0356786789	ajwa	karachi	lahore	3.00	0.00	Pending	NULL	2026-02-13 07:11:05



Source Code with Comments

Here is a sample of the core logic used in the system:

PHP

```
// Function to generate unique Tracking ID and save courier
public function store (Request $request) {
    // Validating and creating the courier record
    $courier = Courier::create([
        'tracking_id' => 'TRK' . rand(1000, 9999), // Unique ID
        'sender_name' => $request->sender_name,
        'status' => 'Pending'
    ]);
    return view('receipt', compact('courier'));
}
```

CONCLUSION

The Courier Management System has been successfully developed with a multi-role architecture. It allows the admin to manage the overall system, Agents to handle branch operations, and Users to book and track their parcels efficiently. The use of Laravel ensures security and scalability for future enhancements.