

**Sri Lanka Institute of Information Technology**

**Faculty of Computing**

**Information Technology Project - IT2080**

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Project Proposal Document

Y2S2- Group 4.2

ITP\_WD\_B04\_T56

**COURIER SERVICE MANAGEMENT SYSTEM**

|  |  |  |
| --- | --- | --- |
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| All​ | All​ | Finance Handling System​ |

Table of Contents

[1. Introduction 3](#_Toc129258970)

[1.1. Project Background 3](#_Toc129258971)

[1.2. Problem 4](#_Toc129258972)

[1.3. Motivation 5](#_Toc129258973)

[1.4. Aim and Objectives 6](#_Toc129258974)

[2. System Overview 7](#_Toc129258975)

[3. Functional and Non-Functional Requirements 8](#_Toc129258976)

[3.1. Package Handling System 8](#_Toc129258980)

[3.2. Payment and Billing System 10](#_Toc129258989)

[3.3. Inventory Management System 12](#_Toc129258995)

[3.4. Transport Handling System 14](#_Toc129259002)

[3.5. Order Processing System 15](#_Toc129259010)

[3.6. Customer Handling System 17](#_Toc129259023)

[3.7. Employee Management System 18](#_Toc129259033)

[3.8. Finance Handling System 20](#_Toc129259044)

[4. Literature Review 22](#_Toc129259045)

[4.1. Pronto express 22](#_Toc129259046)

[4.2. Pronto 22](#_Toc129259047)

[4.3. FedEx 23](#_Toc129259048)

[5. Methodology 24](#_Toc129259049)

[6. Gantt chart 25](#_Toc129259050)

[7. Work Breakdown Structure 26](#_Toc129259051)

[8. Evaluation Method 28](#_Toc129259052)

[9. References 29](#_Toc129259054)

1. Introduction

## Project Background

Our ITP Project is a web application about the Courier Service Management System which we created to simplify courier management and routing island-wide with a new facility for the client. And the streamlines of our system do all the following tasks: Courier tracking and analysing Courier performance according to the customer request. This system mainly contains eight components.

When thinking about the ITP project two reasons drive us to do a Courier Service Management System. They are.

We use a lot of delivery services in our daily lives today. Delivery, which covers anything from personal gifts and messages to food, clothing, and furniture, is currently one of the biggest trends. That's a one of the reasons for considering the Courier Service Management System.

When the Covid-19 period, there is no proper way to deliver the items around the country. That's another reason for considering creating this system.

According to the project we cover with this system, the system is beneficial for both customers and employees to manage the Sri Lankan Courier Service.

## Problem

A Courier Service Management System are designed to streamline the process of managing and delivering packages. When looking at a well-designed system of the Courier Service Management, it can help streamline the entire courier process, provide real-time tracking and visibility, facilitate communication between staff and customers, and reduce the chances of errors and delays. However, there are several problems that can arise when using this kind of systems. Some common problems of Courier Service Management Systems are:

* **Inefficient routing:** Inefficient routing can cause delays when delivering the packages. This can happen when packages are assigned to the longer travel routes instead of optimal routes, and leading to longer travel times.
* **Inaccurate information of the tracking:** Sometimes, Courier Management Systems may provide inaccurate tracking information. This can create customers ‘confusion and frustration when they traying to track their packages.
* **Security breaches:** Courier Service Management Systems may be vulnerable for the security breaches, which can compromise sensitive information of the packages and customers.
* **Delays of delivery:** Delivery delays is the one of the most common problems in the Courier Service Management Systems. This can occur due to variety of reasons (traffic, weather conditions, extra)
* **Loss or damages of packages:** Another problem that can occur is loss or damage the packages. This can happen during the transit or when packages are being processed. This can result financial losses for both senders and receivers.



## Motivation

A Courier Service Management System are designed to streamline the process of managing and delivering packages, and they can provide a lot of benefits to the customers when they use them for their works. The motivations of Courier Service Management Systems can include the given bellow.

* **Increased efficiency**: Courier Service Management Systems can increase efficiency by provide the facility of automat instead of the manual processes involved in package management. This can help to reduce errors, minimize delays of the delivering, and increased the speed of package delivery.
* **Improved customer satisfaction**: With the use of Courier Service Management Systems, customers can easily track their packages while delivering, receive real-time updates on delivery status, and give their feedbacks. This can result in improve customer satisfaction.
* **Enhanced security:** Courier Service Management Systems can include security features including tracking, which can help prevent theft and ensure that packages are delivered to the accurate destination.
* **Courier Service Management Systems can help business to make better decisions and optimize operations.**

## Aim and Objectives

**Aim**

The aim of the better Courier Service Management System is to streamline and automate the manual process of managing and delivering packages, while providing efficient experience to the customers to do their work effectively. The system aims to provide reliable and secure way of managing packages from the begging of the pickup to delivery, while minimizing errors and delays.

**Objectives**

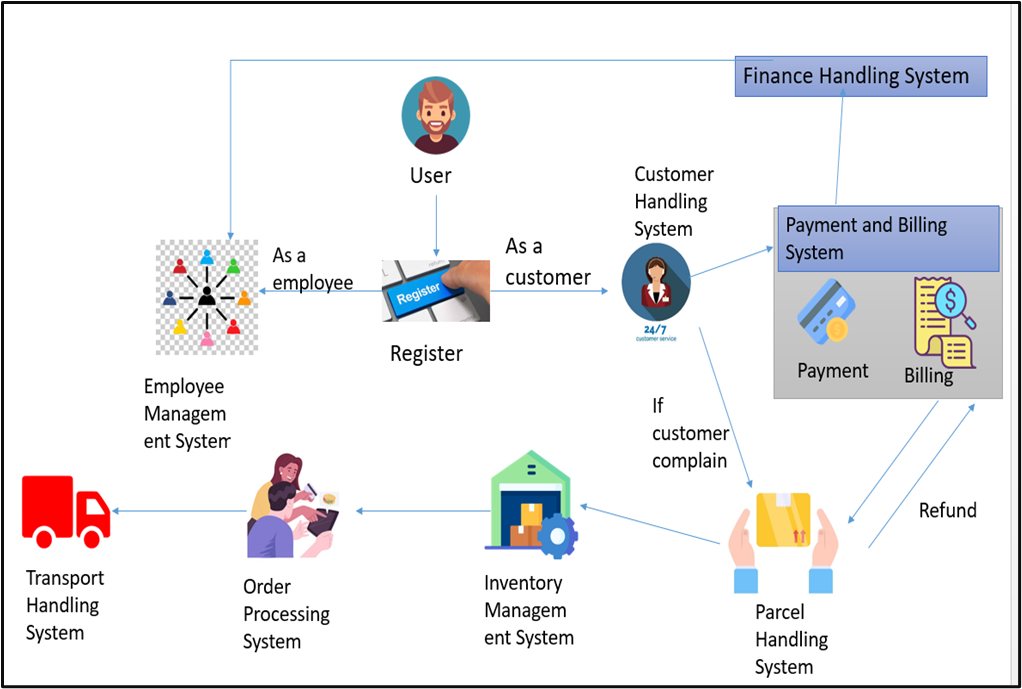
The objectives of the Courier Service Management System can include the followings:

* The primary objective of a Courier Service Management System is to streamline the entire Courier process from to delivery.
* The system should provide an easy and efficient way to manage courier requests, track deliveries, and maintain records.
* The system should reduce manual processes, reduce errors, and improve accuracy of data.
* The system should ensure that packages are delivered with accurate delivery times provided to customers.
* The system should help to reduce delivery time by optimizing delivery routes and providing real-time updates to the customers on the status of deliveries. This will help to improve customer satisfaction and increase the efficiency of the courier service.
* The system should ensure that packages are delivered securely without damaging.

# System Overview

This is a Courier Service Management System. All the customers can register to the system and can get our service. There are mainly eight components in the system. Those are Package Handling System, Payment and Billing System, Inventory Management System, Transport Handling System, Order Processing System, Customer Handling System, Employee Management System, and Finance Handling System.

Customers can do a lot of works in online while being at their house or working place after making the orders. We created this system with the helpful technologies for the customers to know the current details of the courier of their packages. This system helps to courier packages of their business for the customers. The system supplies the security and safety for the packages.



# Functional and Non-Functional Requirements



## Package Handling System

Functional requirement

* **Inventory management**: The system must store each found package temporarily until they transport. And system must send packages to the inventory management system considering their quality; fragile and electronic.
* **Package identification**: The system must be able to give an identification number to each package and identify them when lost and found back, accurately, and quickly. And must be able to identify the quality of packages fragile or electronic.
* **Customer communication**: The system should communicate with customers and if they give feedback as their package is missing, the system should respond to it. (Refund or something)
* **Payment processing**: The system may refund some time if the package is missing.
* **Generate reports and analytics**. The system should be able to create a report according to the missing and found packages.

Non-Functional requirements

* **Performance:** The system must perform well when the number of lost and found packages is high. The system must be able to handle many packages without slowing down.
* **Maintainability**: The system should be easy to maintain, with clear documentation and support available.
* **Accessibility:** The system must be accessible to all users such as customers and employees, regarding their physical abilities or disabilities.
* **Security**: The system must ensure that all packages are stored securely considering their quality and found back status in the warehouse and that only authorized personnel have access to the system.

Technical requirements

* **Database Management**: The system must be able to store, retrieve and manage data about lost and found packages, including their missing location, quality, and identification number.
* **Reporting:** The system should generate reports on lost and found packages such as the number of packages found in a specific period.
* **Integration:** The system should have the ability to integrate with other systems such as inventory management systems or customer handling systems.



## Payment and Billing System

Functional requirement

* **Payment Processing:** The system should be able to process various types of payments, including credit/debit cards, bank transfers, and e-wallets.
* **Invoicing**: The system should generate invoices for customers that clearly indicate the amount owed, the due date, and any relevant details.
* **Payment Tracking**: The system should track all payments made by customers and update the balance due accordingly.
* **Payment Reminders:** The system should be able to automatically send reminders to customers who have not paid their bills on time.
* **Payment History:** The system should maintain a record of all past payments made by customers, including the amount paid, the date of payment, and the payment method.
* **Refunds and Chargebacks:** The system should support refunds and chargebacks, which may arise due to issues such as product returns, fraudulent transactions, or billing errors.
* **Reporting and Analytics:** The system should provide detailed reports and analytics on payment data, such as payment volumes, payment trends, and payment failures.
* **Customer Support:** The system should provide customer support options, such as online chat, phone support, or email support, to help customers with payment issues or questions.

Non-Functional requirements

* **Reliability**: The system should be reliable, available, and provide accurate information about the payment and billing status.
* **Security:** The system should be secure and protect sensitive information, such as credit card details, from unauthorized access or theft.
* **Scalability**: The system should be able to handle increasing volumes of payment and billing transactions without performance degradation.
* **Performance**: The system should provide fast and responsive payment and billing services to ensure a positive customer experience.
* **Usability**: The system should be easy to use and navigate, with clear and concise payment and billing information.
* **Accessibility:** The system should be accessible to all users, including those with disabilities, by conforming to accessibility standards such as WCAG 2.0.
* **Interoperability**: The system should be able to integrate with other systems, such as e-commerce platforms, to facilitate seamless payment and billing processes.
* **Maintainability:** The system should be maintainable, with easy-to-use tools for updates, bug fixes, and feature enhancements.

Technical requirements

* **Payment processing:** Payment processing is essential for a payment and billing system.
* **Invoicing:** The system should generate invoices customized with business branding, itemized charges, and payment terms.
* **Integration with other systems:** The payment and billing system should integrate with other systems to streamline workflows and reduce manual data entry.



## Inventory Management System

Functional requirement

* **Item tracking:** The system should allow the user to track inventory items as they move through the courier service management system, from the initial pickup to the final delivery.
* **Order management:** The system should provide an interface for managing incoming orders, assigning inventory items to specific orders, and tracking order status.
* **Inventory management:** The system should allow the user to create and manage inventory for each courier delivery, including adding new items, updating existing items, and removing items.
* **Reporting**: The system should provide the ability to generate reports on inventory levels, order status, and other relevant data.
* **Integration with logistics providers:** The system should integrate with logistics providers to allow for seamless tracking and delivery of inventory items.

Non-Functional requirements

* **Scalability**: The system should be able to handle increasing levels of inventory and user demand as the courier service grows.
* **Security:** The system should be secure, with appropriate access controls and encryption mechanisms to protect sensitive data.
* **Reliability:** The system should be highly available and reliable, with minimal downtime to ensure that inventory is always tracked and managed properly.
* **Performance:** The system should have good performance, with fast response times to ensure that inventory items are tracked in real-time.
* **Usability**: The system should be easy to use and intuitive, with clear instructions and minimal training required for users.

Technical requirements

* **Database**: The system should use a reliable and scalable database management system to store and manage order data, customer data, and other relevant information.
* **Security Measures**: The system should implement security measures, such as firewalls, and access control policies, to protect data and prevent unauthorized access.
* **Scalability**: The system should be designed to be scalable, with the ability to handle a large volume of orders and users as the business grows.



## Transport Handling System

Functional requirement

* **Tracking and monitoring package**: The system should be able to track the shipment and provide real-time updates to customers and the company.
* **Route optimization**: The system should be able to optimize the routing of shipments, considering factors such as traffic, distance, and delivery times.
* **Shipping management**: The system should be able to manage the shipping process from start to finish, including order management, package tracking, and delivery confirmation.
* **Delivery management**: The system should be able to manage the delivery process, including scheduling deliveries, assigning delivery personnel, and tracking delivery progress.
* **Reporting and analytics**: The system should be able to generate reports and analytics on shipment performance, delivery times, inventory levels, and other key performance indicators (KPIs).

Non-Functional requirements

* **Scalability and flexibility**: The system should be scalable and flexible, allowing for customization and expansion.
* **Security and data protection**: The system should ensure data security and protection, including encryption, backups, and disaster recovery.
* **Transparency**: Systems must provide visibility to monitor performance, identify bottlenecks, and diagnose errors.
* **Compliance**: System must comply with laws, regulations, and industry standards to ensure data privacy, security, and transparency.

Technical requirement

* Analytics and reporting: The system provides analytics and reporting capabilities to enable data-driven decision-making and continuous improvement of logistics operations.
* GPS tracking: GPS technology can be used to optimize routes, estimate delivery times, and improve logistics operations.
* Telematics: The system can capture and transmit data to optimize vehicle maintenance schedules, reduce fuel consumption, and improve fleet management.



## Order Processing System

Functional requirements

* **Order Creation**: The system should allow authorized users to create new orders, providing details such as sender and recipient information, package details, and delivery requirements.
* **Order Routing**: The system should automatically route orders to the appropriate courier based on factors such as delivery location, package size, and delivery time requirements.
* **Payment Processing**: The system should process payments for orders, including calculating the cost of the delivery based on factors such as package size, delivery location, and delivery time requirements.
* **Reporting**: The system should provide reporting capabilities, including tracking the number of orders processed, the number of successful deliveries, and any issues or delays encountered during the delivery process.
* **Customer Support**: The system should provide customer support capabilities, including the ability to handle customer inquiries and complaints, track customer issues and resolutions, and escalate issues as needed.

Non-Functional requirements

* **Performance**: The system should be able to handle a large volume of orders and process them quickly, with minimal lag time or downtime.
* **Reliability**: The system should be always reliable and available, with minimal downtime for maintenance or upgrades.
* **Scalability**: The system should be scalable to handle an increasing number of orders and users as the business grows.
* **Compatibility**: The system should be compatible with various platforms and devices, including desktops, laptops, tablets, and smartphones.
* **Integration**: The system should be able to integrate with other systems and applications, such as payment gateways, shipping carriers, and customer relationship management (CRM) tools.
* **Maintainability**: The system should be easy to maintain and update, with minimal disruption to operations or downtime

Technical requirements

* **Database**: The system should use a reliable and scalable database management system to store and manage order data, customer data, and other relevant information.
* **Security Measures**: The system should implement security measures, such as firewalls, and access control policies, to protect data and prevent unauthorized access.
* **Mobile Compatibility**: The system should be designed to be compatible with various mobile devices and platforms, providing a seamless user experience across different devices.
* **Scalability**: The system should be designed to be scalable, with the ability to handle a large volume of orders and users as the business grows.



## Customer Handling System

Functional requirements

* **Customer profile management:** A robust customer profile management system is essential to streamline the order process and improve customer service.
* **Communication management:** The system should be able to send automated notifications to customers to keep them informed of their orders' status.
* **Customer feedback management:** A robust feedback management system is essential to improve customer satisfaction and identify areas for improvement.
* **Security and privacy:** The system must be secure and protect customer data from unauthorized access or breaches.
* **Scalability:** It is essential to have a scalable system to handle the courier service's growth and ensure it can handle high traffic and peak demand periods.

Non-Functional requirements

* **Timeliness:** Customers expect timely delivery, and the system should be designed to ensure this.
* **Reliability:** The system must be reliable and operate without downtime or errors to handle a high volume of orders.
* **Performance:** The courier service web system should be designed to handle high traffic and large amounts of data quickly and efficiently

Technical requirements

* **Database Management System**: The system uses a robust database management system to store customer data, order information, and other relevant data.
* **Responsive Design:** The system should be designed to adapt to different screen sizes and devices.



## Employee Management System

Functional requirements

* **Employee Profiles:** Employee profile includes basic information, educational qualifications, work experience, and certifications.
* **Work Schedules:** The system should have a scheduling feature to assign shifts and job duties, allowing employees to view their schedules and request time off.
* **Job Assignments**: Managers should assign jobs based on skills, experience, and availability, allowing employees to view job assignments and update status.
* **Performance Tracking:** Managers should use performance tracking to measure employee performance, such as productivity, quality of work, and schedules.
* **Payroll Management:** Payroll management features should be included to calculate salaries, generate pay stubs, and manage benefits and deductions.
* **Reporting:** Managers should have a reporting feature to generate reports on employee performance, payroll, and other data.

Non-Functional requirements

* **User-friendly interface for easy navigation**: Employees should be able to easily navigate and perform tasks with intuitive menus, clear instructions, and easy-to-use forms and buttons.
* **Compatibility with popular browsers and devices**: The system should be designed to work with popular browsers and devices.
* **Fast and reliable order processing and delivery**: The system should be able to process orders and assign them to employees for delivery quickly and accurately.
* **High availability and scalability to accommodate high traffic volumes**: Systems should be designed to handle large volumes without slowing down or crashing.

Technical requirements

* A web server and database to store and manage employee data.
* Implementation of server-side scripting language
* Use of client-side scripting languages
* Use of modern web development tools
* Implementation of security measures



## Finance Handling System

Functional requirements

* **Order Creation**: The system should allow authorized users to create new orders, providing details such as sender and recipient information, package details, and delivery requirements.
* **Order Routing**: The system should automatically route orders to the appropriate courier based on factors such as delivery location, package size, and delivery time requirements.
* **Payment Processing**: The system should process payments for orders, including calculating the cost of the delivery based on factors such as package size, delivery location, and delivery time requirements.
* **Reporting**: The system should provide reporting capabilities, including tracking the number of orders processed, the number of successful deliveries, and any issues or delays encountered during the delivery process.
* **Inventory Management**: The system should allow authorized users to manage inventory, including tracking the availability of different package sizes and types and updating inventory levels as needed.
* **Customer Support**: The system should provide customer support capabilities, including the ability to handle customer inquiries and complaints, track customer issues and resolutions, and escalate issues as needed.

Non-Functional requirements

* **Performance**: The system should be able to handle a large volume of orders and process them quickly, with minimal lag time or downtime.
* **Reliability**: The system should be always reliable and available, with minimal downtime for maintenance or upgrades.
* **Scalability**: The system should be scalable to handle an increasing number of orders and users as the business grows.
* **Compatibility**: The system should be compatible with various platforms and devices, including desktops, laptops, tablets, and smartphones.
* **Integration**: The system should be able to integrate with other systems and applications, such as payment gateways, shipping carriers, and customer relationship management (CRM) tools.
* **Maintainability**: The system should be easy to maintain and update, with minimal disruption to operations or downtime

Technical requirements

* **Database**: The system should use a reliable and scalable database management system to store and manage order data, customer data, and other relevant information.
* **Security Measures**: The system should implement security measures, such as firewalls, and access control policies, to protect data and prevent unauthorized access.
* **Mobile Compatibility**: The system should be designed to be compatible with various mobile devices and platforms, providing a seamless user experience across different devices.
* **Scalability**: The system should be designed to be scalable, with the ability to handle a large volume of orders and users as the business grows.

# Literature Review

Courier Service Management System is an important industry in nowadays for the companies to transport their packages around the globe. However, not all Courier Service Management Systems are created with equal benefits for the clients, and there many systems that can impact the quality and efficiency of courier documents or samples.

Through a thorough examination of existing Courier Service Management Systems, we can identify why similar systems have not been widely used in courier services by comparing their advantages and disadvantages.

By considering and going through the below examples of real-world Courier Service Management Systems we could get an idea on developing the productive web-based Courier Service Management System.

### Pronto express

|  |  |
| --- | --- |
| Advantages | Disadvantages |
| * Pronto offers special services for the customers such as same-day delivery, next-day delivery, and weekend delivery. | * Pronto Express can be more expensive than the other courier services. |
| * Pronto Express offers insurance for packages | * While delivering packages, there may be delays due to factors such as weather conditions. |
|  | * Sometime customers have report issues with Pronto Express customer service, including long time waiting, and unresponsive agents. |

|  |  |
| --- | --- |
| Advantages | Disadvantages |
| * Pronto offers flexible pickup and delivery options to the customers. | * Packages sent through a Pronto may be at risk of theft or damage. |
| * With package tracking service of Pronto customers can monitor the progress of their packages. | * Poor customer service: Sometime customers have report issues with Pronto Express customer service, including long time waiting, and unresponsive agents. |
| * Pronto offers special services for the customers such as same-day delivery, next-day delivery, and weekend delivery. | * While delivering packages, there may be delays due to factors such as weather conditions and traffic congestion. |

### Pronto

### 

### FedEx

|  |  |
| --- | --- |
| Advantages | Disadvantages |
| * With package tracking service of FedEx customers can monitor the progress of their packages. | * Packages sent through FedExes may be at risk of theft or damage. |
| * Wide Service Area | * While delivering packages, there may be delays due to factors such as weather conditions. |
| * FedEx offers a range of shipping options such as ground shipping, air shipping | * While delivering packages, there may be delays due to factors such as weather conditions and traffic congestion. |

* 1. Methodology

Front-end Languages:

• HTML

• CSS,

• JavaScript

Front-end Framework:

• React App and Bootstrap

Back-end Languages:

• Express JS

• Node JS

Database tool:

• Mongo DB

Back-end Testing Tools:

• Postmen API

Project Management Tools:

• GitHub

• IDE: Visual Studio Code

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Task** | **Weeks** | | | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 1 | Requirements Gathering |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 | Proposal |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 | Interface Designing |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 | Database Design |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5 | Coding & developing the pagers |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6 | Testing the pagers |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7 | Deploy to development server |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8 | Integration |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 9 | System Testing |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 10 | Final Report Writing |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 11 | Final Presentation |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

# Gantt chart

# Work Breakdown Structure

|  |  |  |
| --- | --- | --- |
| **Name** | **IT** **Number** | **Function** |
| Hettiarachchi H.K.Y.K.  ​ | IT21181474​ | 1. Package Handling System​  * Add packages considering their quality. * Update packages lost and found status. * Delete packages after transport. * Retrieve lost and found packages’ details. * Generate report considering packages’ quality and lost and found status |
| Jayasekara B.B.R. Y​ | IT21360046​ | 1. Order Processing System​  * Create new orders. * Update order details * Delete information about orders if customer cancel the order. * Retrieve order details. * Generate report regarding the order processing |
| Premalal G.W.L. N​ | IT21188022​ | 1. Transport Handling System  * Create new shipments. * Update the shipping address if customer wants. * Delete information about shipments if customer cancel the order. * Retrieve delivery details. * Generate a delivery report. |
| Priyashan E.P.A. D​ | IT21182228​ | 1. Payment and Billing System  * Create new invoices. * Update the information about invoices, payments. * Delete the invoice or payment details if refund * Retrieve bill amount. * Generate bill.   ​ |
| Karunarathne T. M​ | IT21379406​ | 1. Customer Handling System​  * Create customer profile. * Update customer telephone no and address * Delete customer profile. * Retrieve customer details. * Generate customers ‘personal details report |

|  |  |  |
| --- | --- | --- |
| Rathnayake R.M.M. V​ | IT21354588​ | 1. Inventory Management System​  * Add packages ‘details. * Update packages details when they found back. * Delete packages details when they lost. * Retrieve stock details. * Generate report for all the packages in the stock. |
| Dissanayake S.A.D.I. R​ | IT21186806​ | 1. Employee Management System​  * Create employee profile. * Update employee attendance * Delete employee profile when they resign. * Retrieve employee details. * Generate employee working report base on attendance (available status) |
| All​ | All​ | 1. Finance Handling System  * ​Monthly financial report will be generated. * Create new financial records. * Update financial records. * Delete information about financial records * Retrieve company status. |

# Evaluation Method

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# References

4.1. <https://promptxpress.lk/>

4.2. <https://www.prontolanka.lk/home>

4.3.<https://www.fedex.com/en-us/home.html>