



# RapidReach *Courier Service* *Web Application*



*Fast, Reliable & Secure*

Revolutionizing the  
Way You Send and  
Receive

# Meet Our Team



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# Introduction



Courier service delivery is an application for the customers where the customer can open the website and place an order to send a parcel to the place he/she desires.

The website represents the core structure and content of the courier service online platform.

It encompasses functionalities related to managing and displaying information about users, payments, branches, employees, orders, tracking details, addresses, parcels, feedback, and notifications.



# Problem Statement



## *Challenges We Face*

Despite rapid growth in e-commerce and logistics, many customers still experience delays, poor tracking, and lack of transparency in courier deliveries—especially in rural regions. Small businesses struggle with unreliable last-mile delivery services, leading to dissatisfied customers and lost revenue. Our courier service aims to solve these inefficiencies by offering fast, affordable, and technology-driven delivery solutions.



## Where We're Headed



### **Smarter Logistics**

We aim to lead delivery innovation by efficient routing systems to streamline operations and reduce delivery time, making logistics smarter and more responsive to customers' needs.

### **Pan Indian Delivery**

Our goal is to connect remote and urban areas alike with delivery services that are equally fast and affordable, ensuring everyone has access to dependable logistics regardless of location or scale.



# Our Vision

# Purpose & Scope & Objective

## *Purpose of Our Courier Service Website*

The purpose of creating this courier service website is to provide a fast, simple, and reliable platform for booking and tracking parcel deliveries online . Our aim is to make the delivery experience smooth and stress-free for all users.

## *Scope of Our Courier Service Website*

Even though there are popular courier **platforms** like DTDC and BlueDart, they are often complex or not user-friendly for common users. Our site offers an easy interface, live tracking, personalized notifications, and accessible features. It's especially useful for people looking for a user-friendly and easy-to-use courier solution.

## *Objective of Our Courier Service Website*

We're focused on **simplifying the booking** process, enhancing tracking capabilities, and minimizing human errors. Speed and transparency are key pillars of our system design.



## What You Need to Know



### ***Admin***

Admins manage user and staff accounts, assign roles, control access, oversee orders, and handle system settings and reporting

### ***Staff/Employee***

Staff handle order processing by verifying details, managing inventory,, and updating order statuses.

### ***User***

Users register accounts, place and track orders, make payments, and access support.

# Core Components of *RapidReach*



# User Workflow: From Registration To Placed Order

## Registration & SignUp

A new user can register himself with the system by providing personal information

## Login & Logout Change Password

Users must log in to access system functions like login/logout and password change.

## View Notifications

Notifications are given to customers according to their order booking, payment, courier out for delivery, and package delivered



## Feedback & Complaints

Customers can submit feedback through the system, providing valuable insights.



# Staff Workflow: Ensuring Order Readiness for Dispatch

This workflow ensures smooth and accurate processing of courier orders.

## Key Points

- Receive and review new tasks/orders
- Verify customer details and order accuracy
- Confirm product availability
- Update order status and prepare for dispatch
- Coordinate with warehouse and delivery teams
- Report progress and issues
- Mark orders as completed in the system



# Admin Workflow: From Account Setup to Order Fulfillment



This workflow highlights the key responsibilities of the admin in managing users, staff, and order processing within the logistics system. Admins ensure smooth onboarding and role assignments.

## Key Steps:

- Staff Management—Create staff accounts and assign roles and access levels.
- Access Control – Define permissions for users and staff based on responsibilities.
- Final Order Validation – Review and confirm orders for processing and fulfillment.

MSSQL Server



**User Table**  
**Address table**  
**Branches table**  
**Employee Table**  
**Tracking Table**  
**UserRoles Table**  
**ServiceTypes Table**  
**Roles Table**



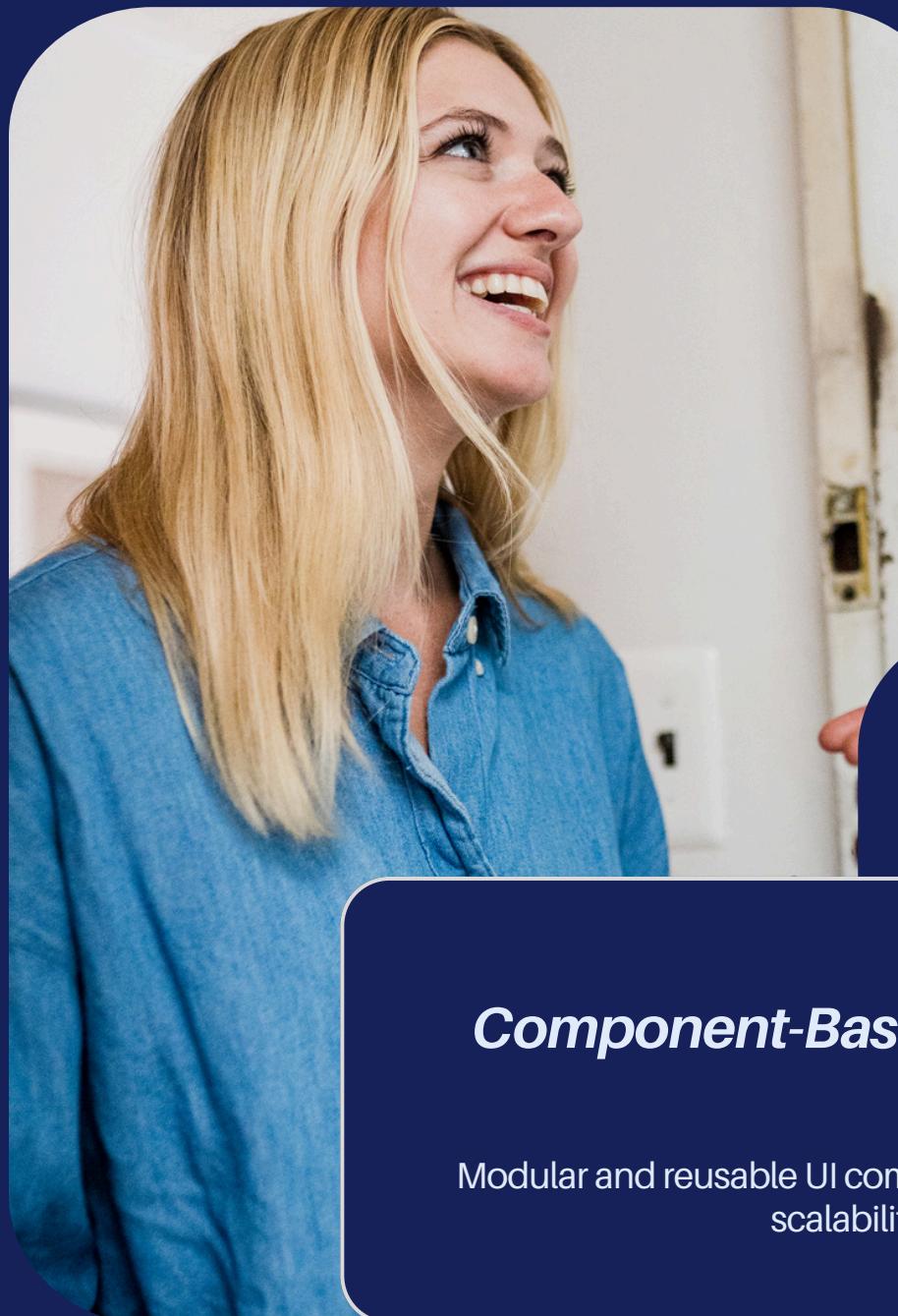
**Order Table**  
**Payment Table**  
**Parcel Table**  
**Feedback Table**  
**Notification Table**  
**GeoLocationEvents Table**  
**Rewards Table**  
**RewardTransactions Table**  
**RateCards Table**



# DataBase Design



# Frontend Development: React.js



## Component-Based UI

Modular and reusable UI components designed for scalability.

*React.js powers an interactive and dynamic user interface, providing an efficient component-based architecture to support diverse user roles.*



## Routing

Seamless navigation across different portal sections.



# Backend Development: MS.NET



## ***RESTful APIs***

Enable seamless communication between fronted and database

## ***CRUD Operations***

Full support for creating, reading, update and deleting data

## ***Authentication & Authorization***

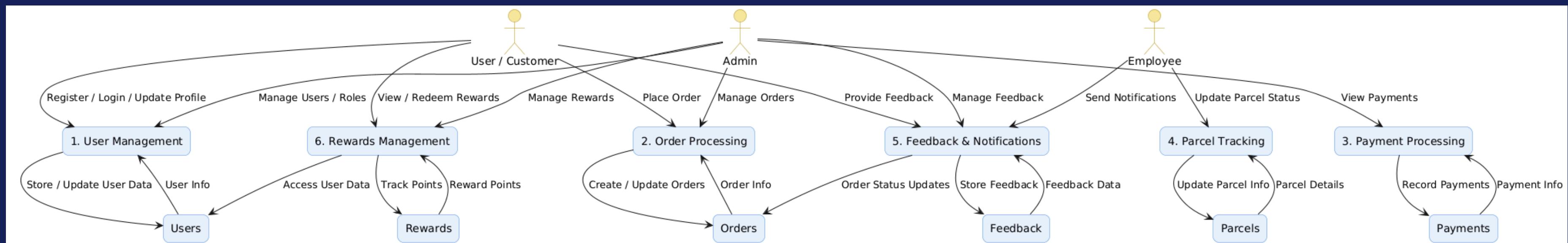
Secure user access based on roles and permissions



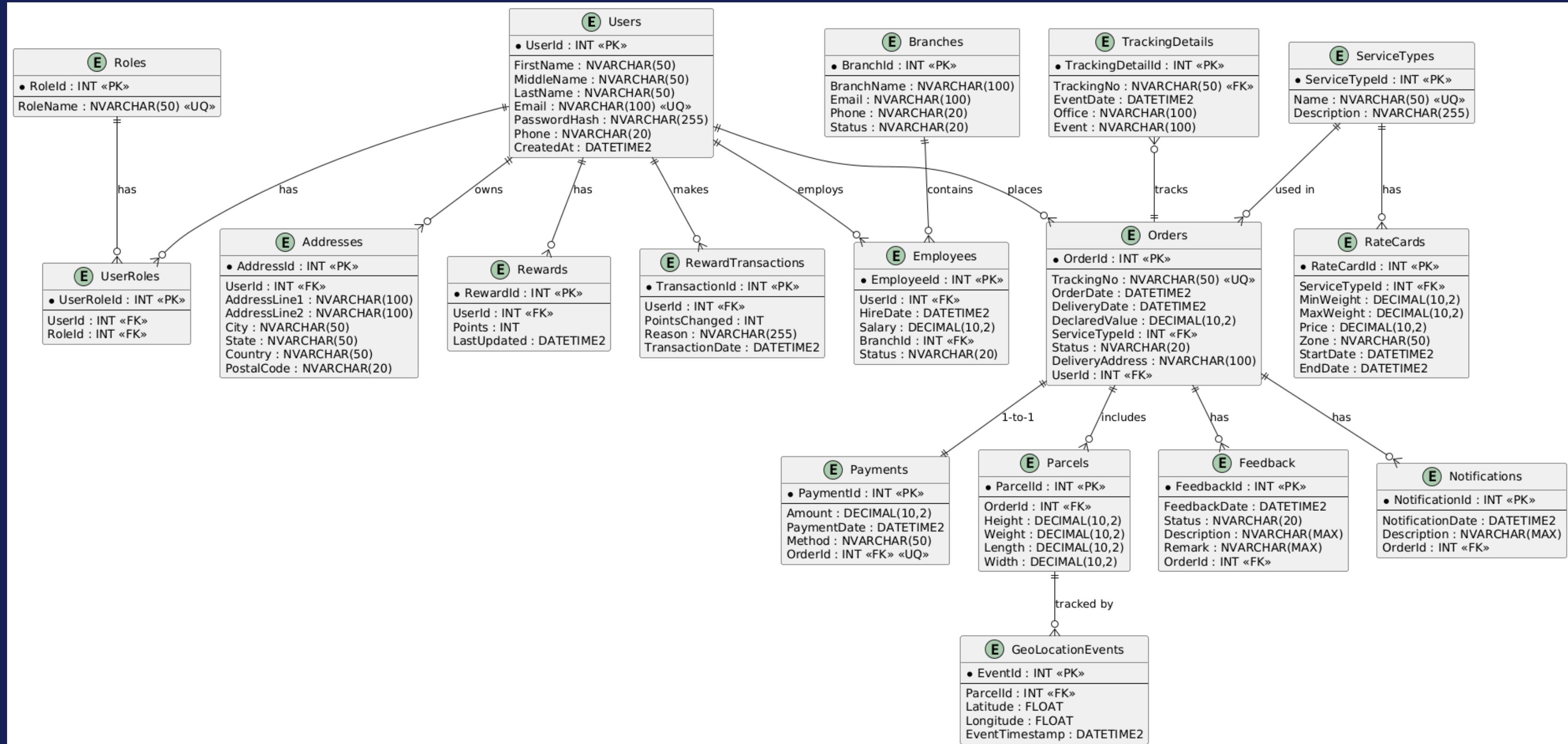
# UML DIAGRAMS



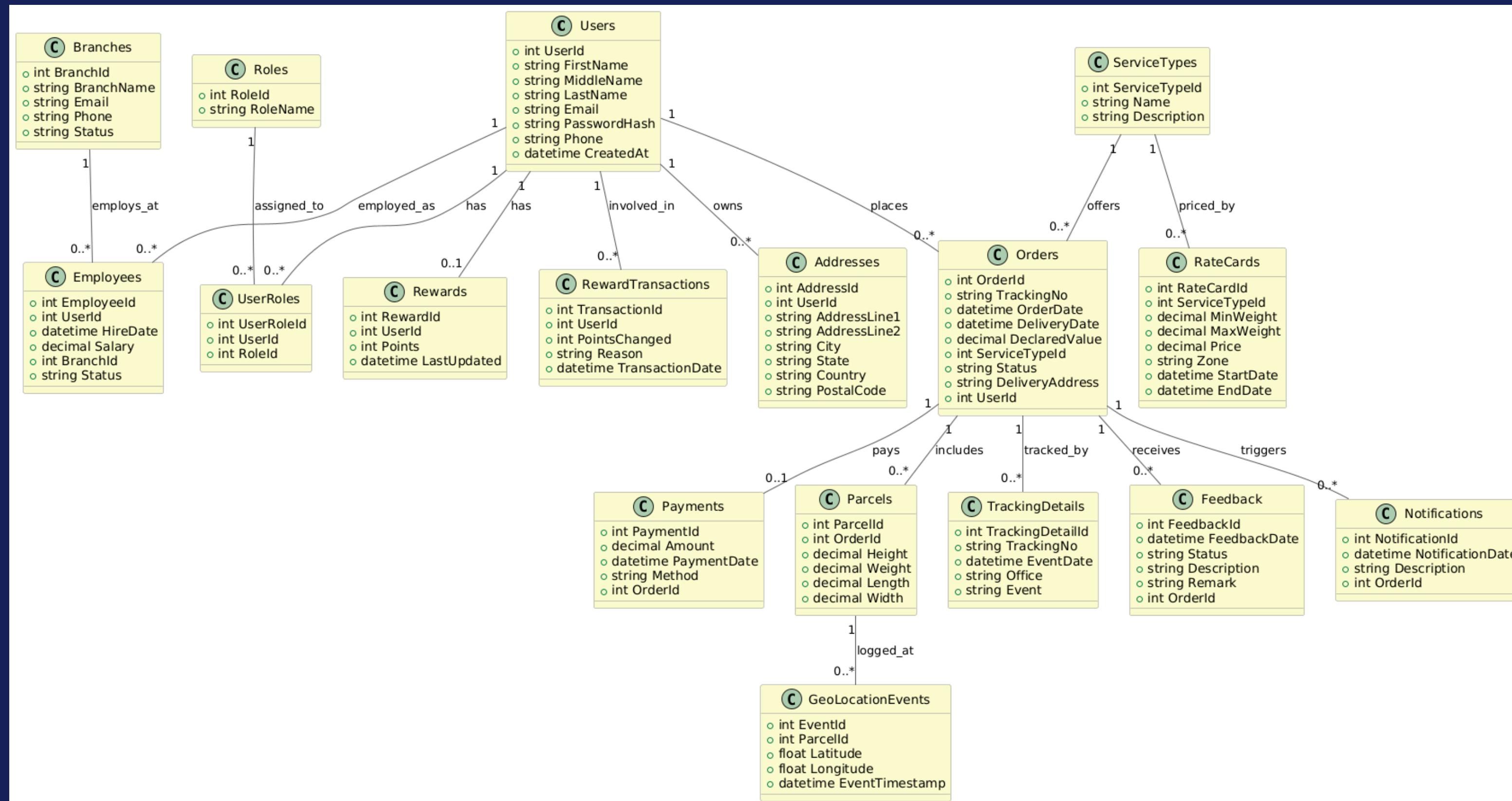
## Data Flow Diagram



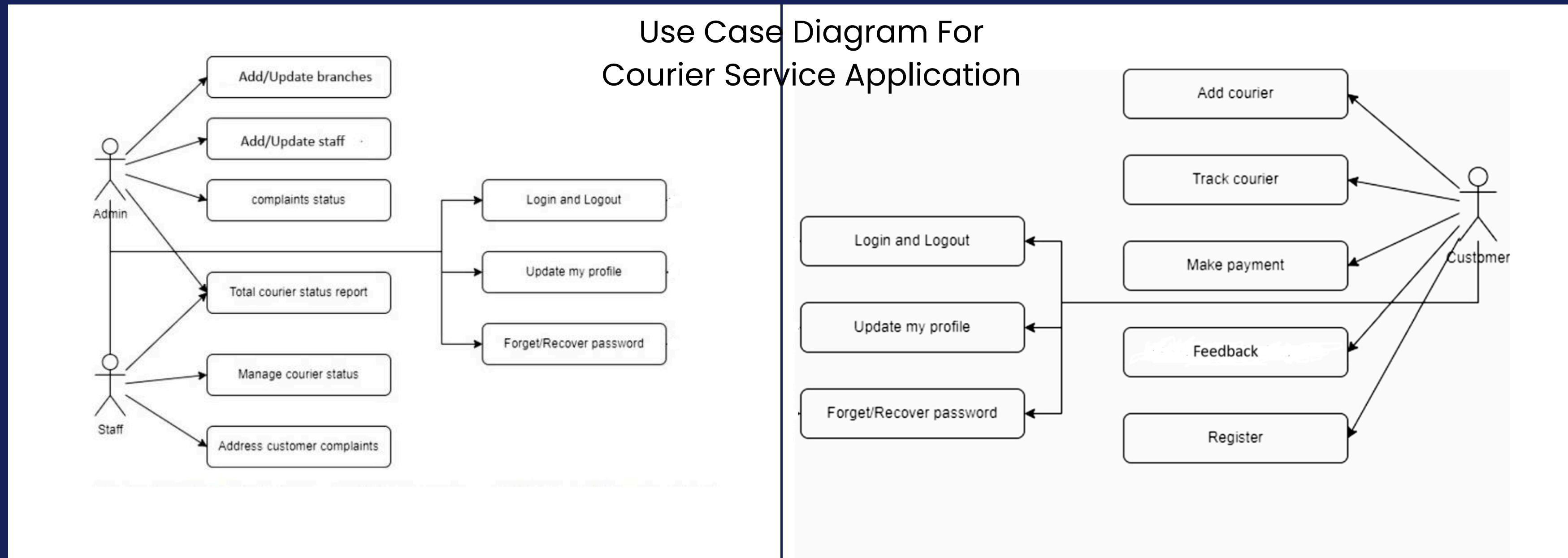
## ER Diagram

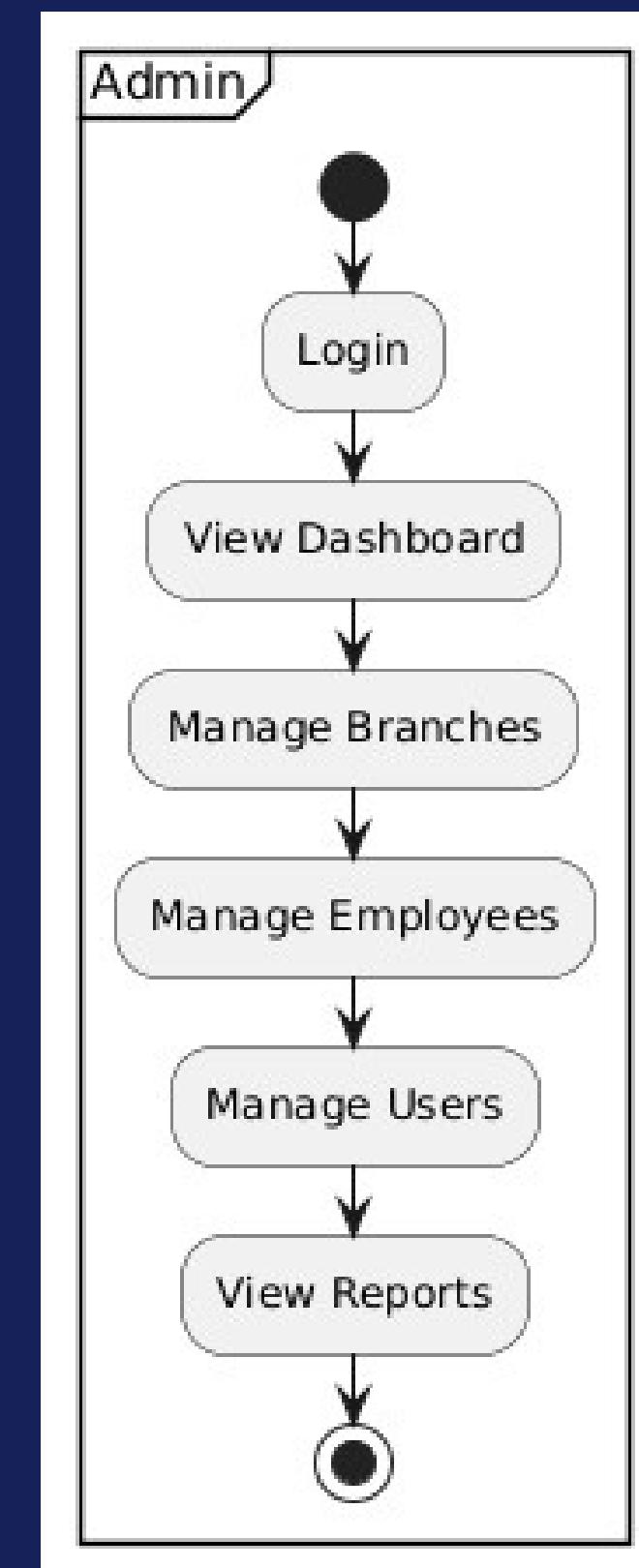
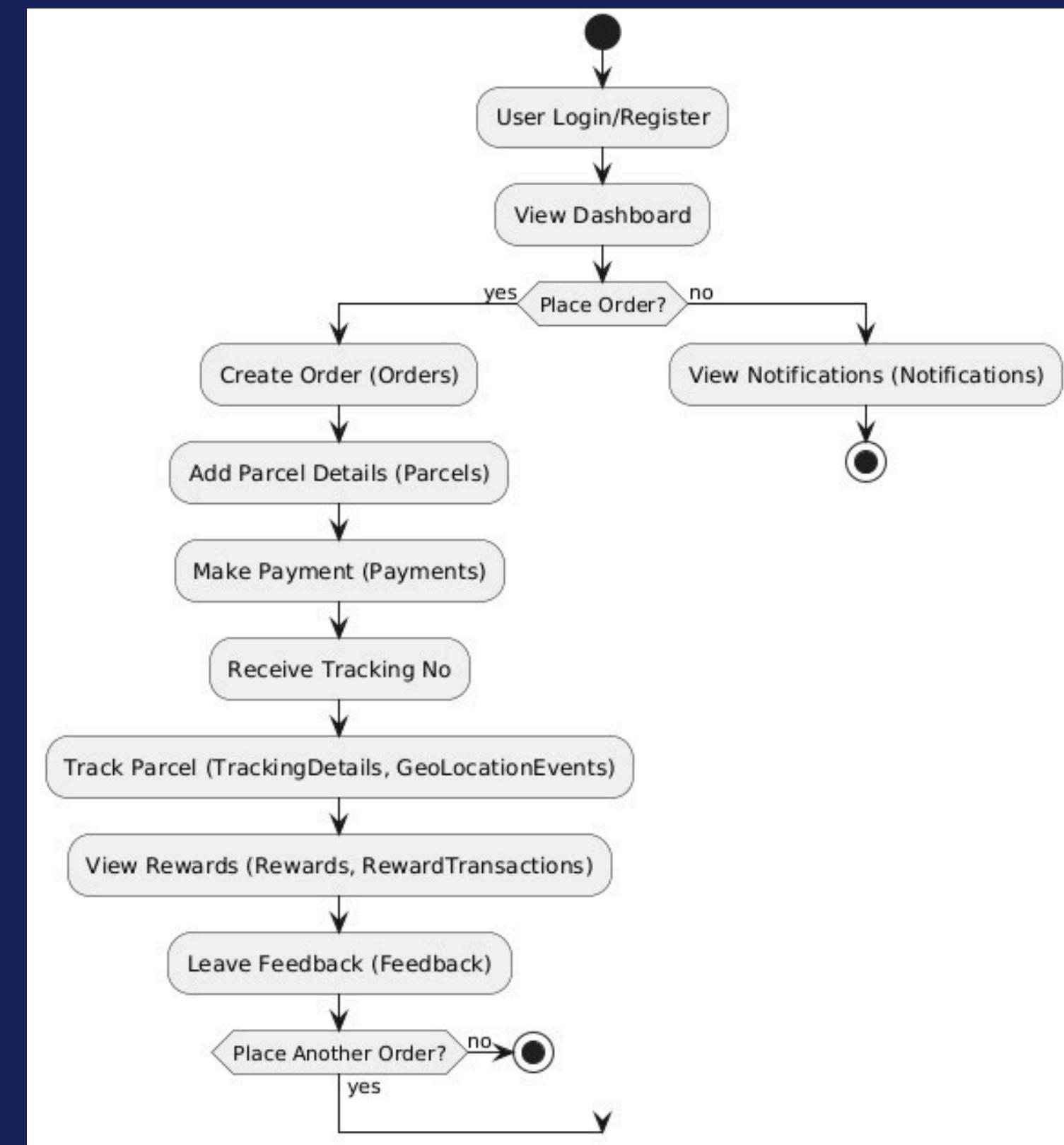
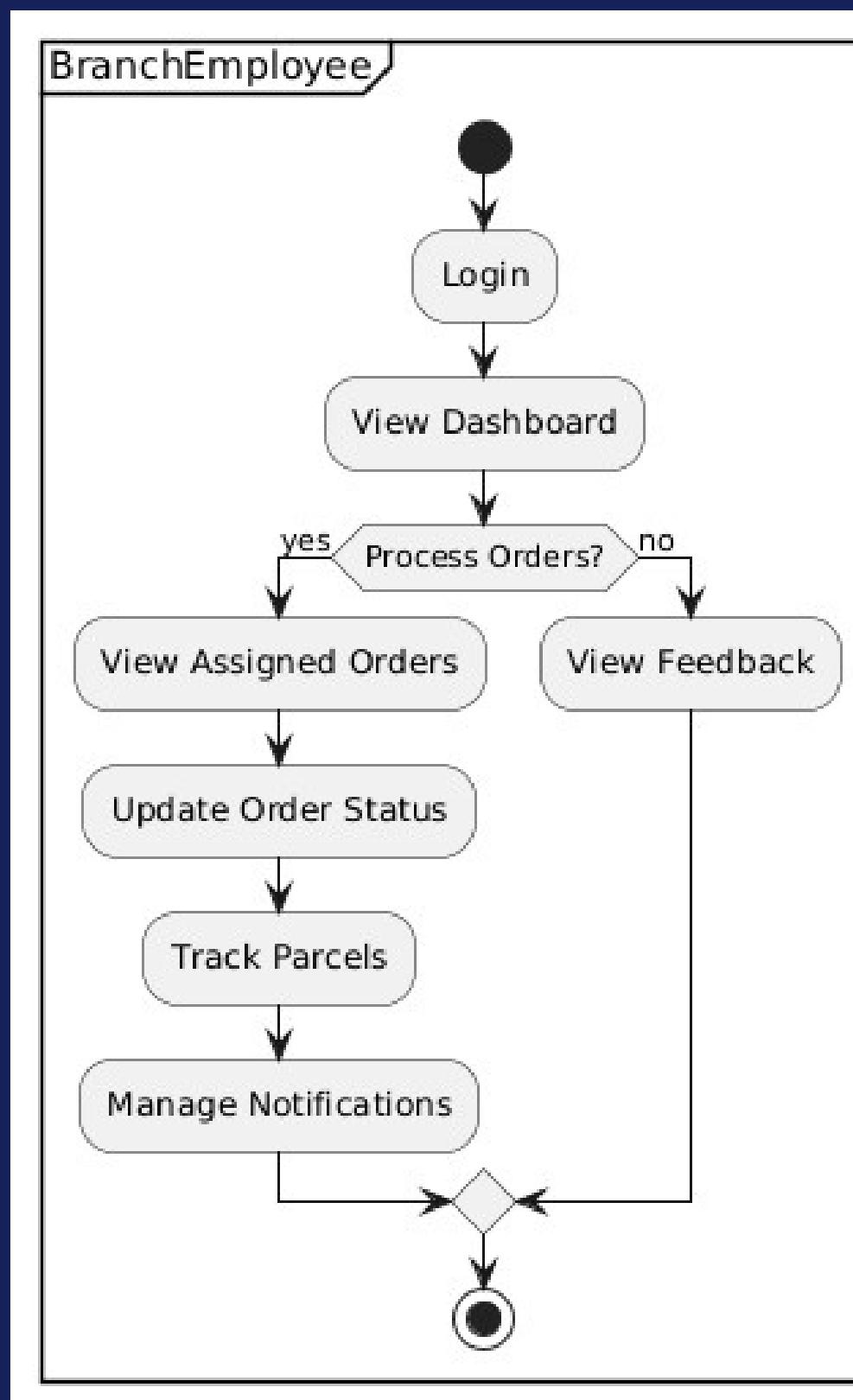


## Class Diagram



## Use Case Diagram





A photograph showing the interior of a delivery van. A smiling male driver wearing a cap and polo shirt is seated in the driver's seat, holding a white tablet device. He is surrounded by various packages and boxes. A large orange play button icon is overlaid in the top left corner of the image.

# Thank You

