

Introduction

- The project is to develop a robust and user-friendly web application to enhance the parcel and letter shipping services offered by the Thailand Post Office. This digital platform will serve as a pivotal tool in simplifying the shipping process for both end-users and post office, ultimately improving operational efficiency and customer satisfaction

Project Scope

- The project will encompass the design, development, and deployment of a web application tailored specifically for the Thailand Post office.
- The web application will offer comprehensive feature and functionalities, enabling users to initiate and manage parcel and letter shipments with ease

Customer overview

- The Thailand post office, as the primary customer and stakeholder, seeks to modernize its service offerings, making them more accessible and efficient for its patrons.
- The post office envisions a system that minimizes the complexities of sending parcels and letters, reduces manual paperwork, and streamline payment and tracking processes.

Business Objectives

The project aligns with the overarching business objectives of the Thailand Post Office, which include:

- Expanding its digital presence to meet evolving customer demands.
- Enhancing service quality and speed.
- Improving revenue generation through more efficient processes.
- Increasing user engagement and customer loyalty.

Functional requirements

R1) This app need user to start by register to the system first for identification like using national ID card

R2) Need to verify the user by taking the photo of their national ID card and also the photo having them holding the ID card and upload to the system

R3) In other side of this system, the post office officer can be able to approve or reject the user account

R4) User can login using their email and password

R5) User need to give their first name, last name and address also with the those two photo of the national ID card

R6) User can be able to choose to send any parcel or the letter

R7) User can choose the type of the letter like the small letter, big size letter or a box with some specific sizes

R8) User need to enter the weight of the parcel (user need to weight the item by themselves before)

- R9) User need to select the location that they want to send the parcel
- R10) User need to put the information of the receiver
- R11) The system needs to calculate the price for user in order to send parcel
- R12) Customer need to make a payment for the parcel that they function non function sending
- R13) All kinds of payment method must be electronic
- R14) Users must get the label paper in pdf form that contains the sender, receiver and QR code for the post office to track the parcel.
- R15) User need to print out the label by themselves and put it on the parcel, box or letter
- R16) Users can track the location of the parcel that the parcel has already been received or not, by using a tracking number in their account.
- R17) After the parcel has been delivered, the system will show the name of the receive
- R18) Users can choose to buy the insurance for the expensive stuff before the user pay for the price of delivery.
- R19) If the user buys insurance, they can get the refund if the item is broken or the item is lost.
- R20) The amount price depending on how much the price of the item that they will send
- R21) Officers must access the system for the back-end system.
- R22) Officer can be able to see how many the parcel has been received: per day, per week, per month(they can select specific day, week, month)
- R23) Officers can see the number of parcels according to the typeof parcel that is being created by the web application.
- R24) Officers can see how much of the revenue that they get from using this service by customer, also can be divided into per day, week, month.
- R25) Officers can choose to print out the revenue report and the number of parcels in the report in a nicely pdf form Some features that they(Thailand post office) require.

Non-functional requirements

- N1) They are 3 kind of payment method
- N2) The payment can do via mobile banking using Promptpay in any mobile banking
- N3) User can use their credit card for the payment (use need to put the information of the credit card)
- N4) User can use some kind of e-wallet like true money wallet
- N5) User can drop off the parcel in a post office box at any post office service location
- N6) System should be available almost all the times, the availability is 99.999 uptime
- N7) Web page should be very responsive, every page that user use, the officer should get the result back within one second
- N8)The system must be tested for security attacks (must ensure that the system is secure)
- N9) The system must also encrypt the data (in term of database)
- N10) The theme of the system should be white and red

Actors

1. Customer(for registered users)
2. Post office officers