



PRESENTED

Project Phase 0
Post Office System
TO

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Introduction:

In our fast-paced world, postal services play a crucial role in connecting people and businesses worldwide. Postal offices are faced with a crucial challenge: they must evolve and find new ways to meet the rising demands of their valued customers. This project aims to lead the way by developing advanced Postal Office Management Software. Our goal is not just to improve efficiency but to create an experience that leaves customers genuinely happy and satisfied.

Project Overview:

The Streamlined Postal Office Management Software isn't just another software solution; it's a labor of meticulous design aimed at comprehensively addressing the intricate needs of modern postal offices. It's an amalgamation of functional and non-functional requisites that promise nothing short of a fundamental transformation of the postal service landscape and its interactions with the people it serves. Divided in to 2 parts including from customers perspective and post office back-end perspective.

Customer:

At the heart of this endeavor lies the postal office – a beacon of connectivity, whether it operates under the umbrella of government oversight or as a nimble private courier service provider. These institutions are the lifeblood of global connections, linking individuals and businesses. And they're in dire need of a sophisticated software solution, one that doesn't just optimize their inner workings but also raises the bar for customer satisfaction. This, in turn, secures their competitive standing in an ever-shifting modern market. And with functional and non-functional requirements that distinguished in the below sections.

Business Objectives:

Our primary aim is to enhance the customer experience through our dynamic Postal Office Management Software, which boasts user-friendly interfaces for effortless customer registration, parcel tracking, and secure payments. We're also introducing features like e-receipts and real-time parcel tracking to provide transparency and convenience. Operational efficiency is at the core of our project, streamlining internal processes, reducing errors, and boosting productivity. Financial management is a top priority, with support for various payment methods and insightful revenue tracking. We prioritize security and compliance, implementing robust cybersecurity measures and adhering to industry standards. Lastly, scalability and availability are built into our software's infrastructure to ensure it can grow and serve postal offices effectively.

Furthermore, there will be for non-functional requirements that have an exclusive feature for example, to protect users 'sensitive information wise, like credit cards, and etc. And there will be cybersecurity secured to not easily getting hacked along with high responsive time in 1 second to perform the webpage to be very responsive (Locations, zip code, previous transaction history) in 1 second responsive time.

Conclusion:

In conclusion, our mission to develop the Streamlined Postal Office Management Software is driven by a deep appreciation for the vital role postal services play in our rapidly evolving world. Postal offices face the formidable challenge of adapting to meet the ever-increasing demands of their cherished customers, and our commitment is unwavering in leading the way with a sophisticated software solution. Our core objective goes beyond mere operational efficiency; it revolves around crafting an experience that genuinely delights and satisfies customers.

Customers' Perspective

- 1.) KYC or verifying the identity of the customers with Face and ID card
- 2.) Post Office Officer that check the users approval whether approve or reject
- 3.) Information that must be entered in the registration includes name, surname, address, and two photos of the ID card taken. (Functional Requirements)
- 4.) When want to send any parcels, the senders can choose size of the envelop either small, medium, or large parcels.
- 5.) Enter the weight of the parcels that the senders wanting to deliver.
- 6.) Enter to location address and the receiver name.
- 7.) Calculate the shipping cost.
- 8.) Lastly, calculate the final payment
- 9.) Payments: mobile banking promptolay, credit card info \Rightarrow credit card transaction, e-wallet true money wallet.
- 10.) The customers must get the level
- 11.) E-receipt to let the customers print out to track the parcel
- 12.) Provide the tracking numbers, and check locations of the parcel (Current Location)
- 13.) When the parcel is already received. The receiver has to sign their name.
- 14.) Insurance in case expensive stuff to refund when the items get damaged or the items are lost (Depending on the price of the items).

Post Office Back-Ends' Perspective

- 1.) Staffs can check in and out items, via database to access the post office. Per day/ week/ month.
- 2.) Revenue for using customer services can be divided into day/ week/ month
⇒ print out report (PDF file)
- 3.) System available 24/7. 99.99% Up-Time.
- 4.) Want the webpage to be very responsive (Locations, zipcode, previous transaction history) ⇒ 1 sec response time
- 5.) Cybersecurity ensure that the system secure (Not easily hack)
- 6.) Encrypt data from the database (Users sensitive data for example, Credit Card)
- 7.) Look and feel theme to be white and red.

Functional Requirements (20):

1. KYC of the customers with Face and ID card

2. Post Office Officer that checks the users' approval, whether approve or reject
3. Information that must be entered in the registration includes name, surname, address, and two photos of the ID card taken.
4. When wanting to send any parcels, the senders can choose the size of the envelope, either small, medium, or large parcels.
5. Enter the weight of the parcels that the senders want to deliver.
6. Enter the location address and the receiver's name.
7. Calculate the shipping cost.
8. Lastly, calculate the final payment.
9. Payments: mobile banking promptolay, credit card info \Rightarrow credit card transaction, e-wallet true money wallet.
10. The customers must get the level.
11. E-receipt to let the customers print out to track the parcel.
12. Provide the tracking numbers and check locations of the parcel (Current Location).
13. When the parcel is already received, the receiver has to sign their name.
14. Insurance in case expensive stuff to refund when the items get damaged or the items are lost (Depending on the price of the items).
15. Staffs can check in and out items via a database to access the post office. Per day/ week/ month.
16. Revenue for using customer services can be divided into day/ week/ month \Rightarrow print out report (PDF file).
17. System available 24/7. 99.99% Up-Time.
18. Want the webpage to be very responsive (Locations, zipcode, previous transaction history) \Rightarrow 1 sec response time.
19. Cybersecurity to ensure that the system is secure (Not easily hack).

20. Encrypt data from the database (Users' sensitive data, for example, Credit Card).

Non functional requirements (10):

1. The system must have a white and red theme for the look and feel.
2. The system should be highly responsive with a 1-second response time for various functions.
3. The system must have 99.99% uptime to ensure continuous availability.
4. Cybersecurity measures should be in place to protect against hacking.
5. Data encryption should be used to secure sensitive user information, such as credit card details.
6. The system should support mobile banking, credit card transactions, and e-wallet payments.
7. The software should provide tracking numbers and real-time parcel location information.
8. The system must generate e-receipts for customers to track their parcels.
9. The software should calculate shipping costs accurately.
10. The system must support different levels for customers, likely indicating loyalty or membership levels.

Identifying actors

1. Sender
2. Receiver
3. Postal Officer