



RapidReach *Courier Service* *Web Application*



Fast, Reliable & Secure

Revolutionizing the
Way You Send and
Receive

Meet Our Team



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About Us

Who We Are

We are a delivery company committed to modernizing shipping for individuals and businesses. Our system integrates technology and trained staff to ensure safe, secure, and timely package delivery every time, no matter the destination or size of the item.

By focusing on reliability and efficiency, we've built a reputation as a trusted logistics partner. Our services are designed to meet the demands of today's fast-paced, convenience-driven world, where sending and receiving should be effortless and stress-free.



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.



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.

Green Shipping

We are committed to eco-friendly operations by using fuel-efficient transport, recyclable packaging, and carbon offset programs to reduce environmental impact and support sustainable logistics systems in the long term.



Our Vision

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.



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 We Offer

Our Services



Standard Delivery

Low-cost shipping completed within 2-3 days, designed for everyday packages with complete care and guaranteed safety.

Express Delivery

Same-day or next-day shipping service for urgent packages, ensuring rapid and dependable delivery when timing is absolutely critical.

Scheduled Pickup

Convenient pickup options that let you set specific times, helping you ship with flexibility and control over your schedule.

Live Tracking

Real-time updates through our system, allowing customers to track packages and receive timely delivery notifications instantly.



Our Special *Delivery*

Premium Service for High-Value Packages

Our special delivery service offers top-tier handling for items requiring extra care, including high-value, fragile, or time-sensitive packages. With real-time updates and extra precautions, you'll have full peace of mind from start to finish.

From artwork and electronics to personal gifts, each package receives white-glove care and direct signature confirmation. This premium service ensures your item arrives safely, on time, and in perfect condition—no exceptions.





Why Choose Us



What Sets Us Apart

Speed Focused

Fast pickups and timely delivery across all service types, ensuring no unnecessary delays in reaching your intended recipient.

Transparent Tracking

Customers get real-time updates with every movement so they know exactly where their packages are at all times.

Cost Efficient

We provide affordable rates with clear billing, no hidden fees, and pricing structures built to fit your shipping budget.

Support Ready

Our team is available 24/7 to resolve any issues quickly and guide you through your shipping process without hassle.

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.



Routing

Seamless navigation across different portal sections.



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

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

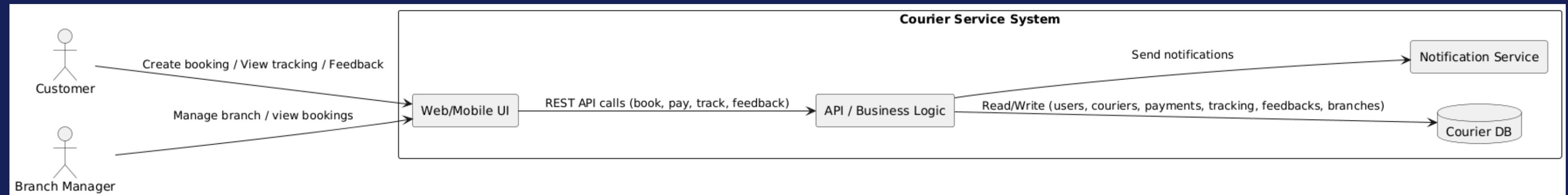
Secure user access based on roles and permissions



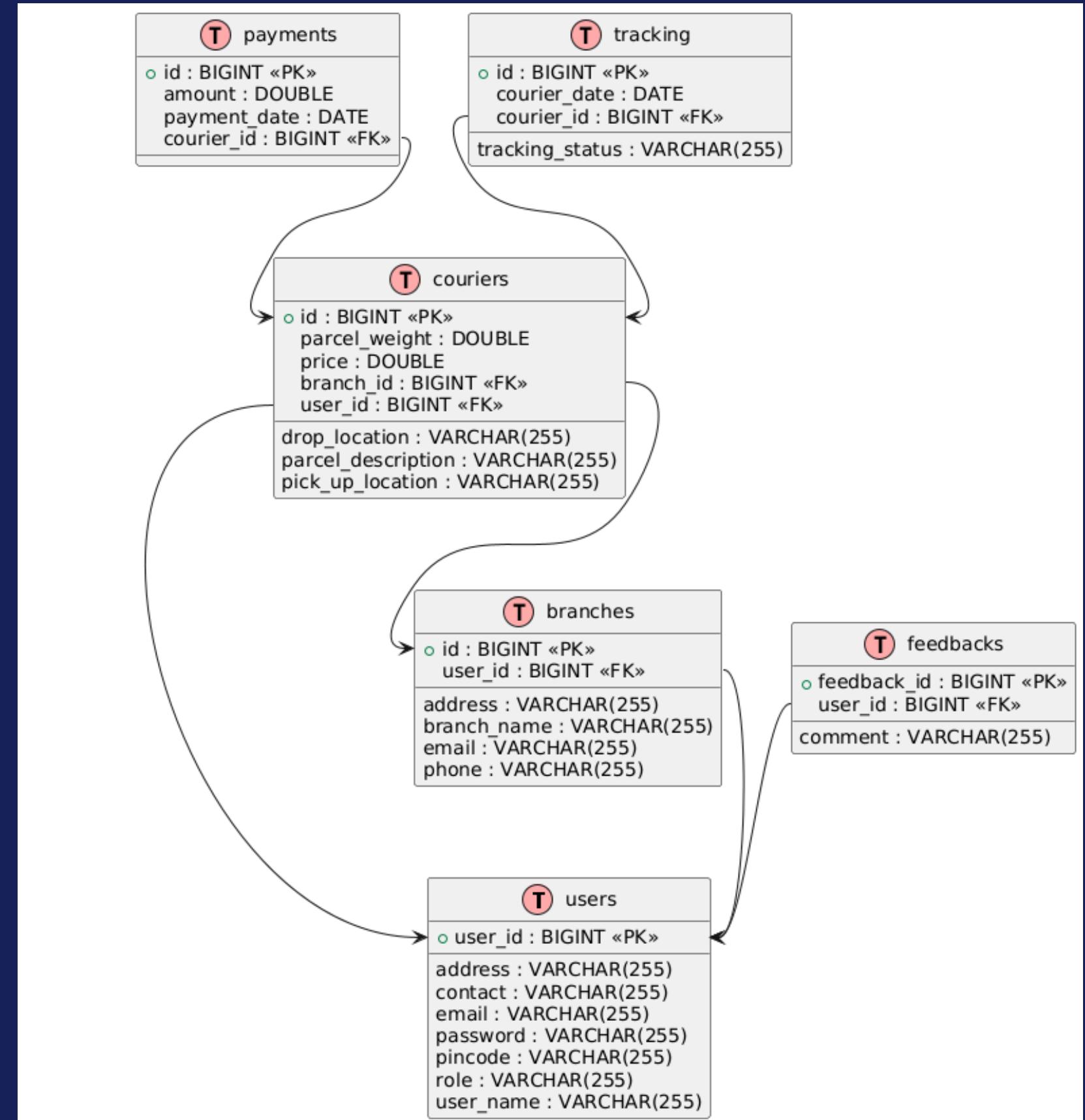
UML DIAGRAMS



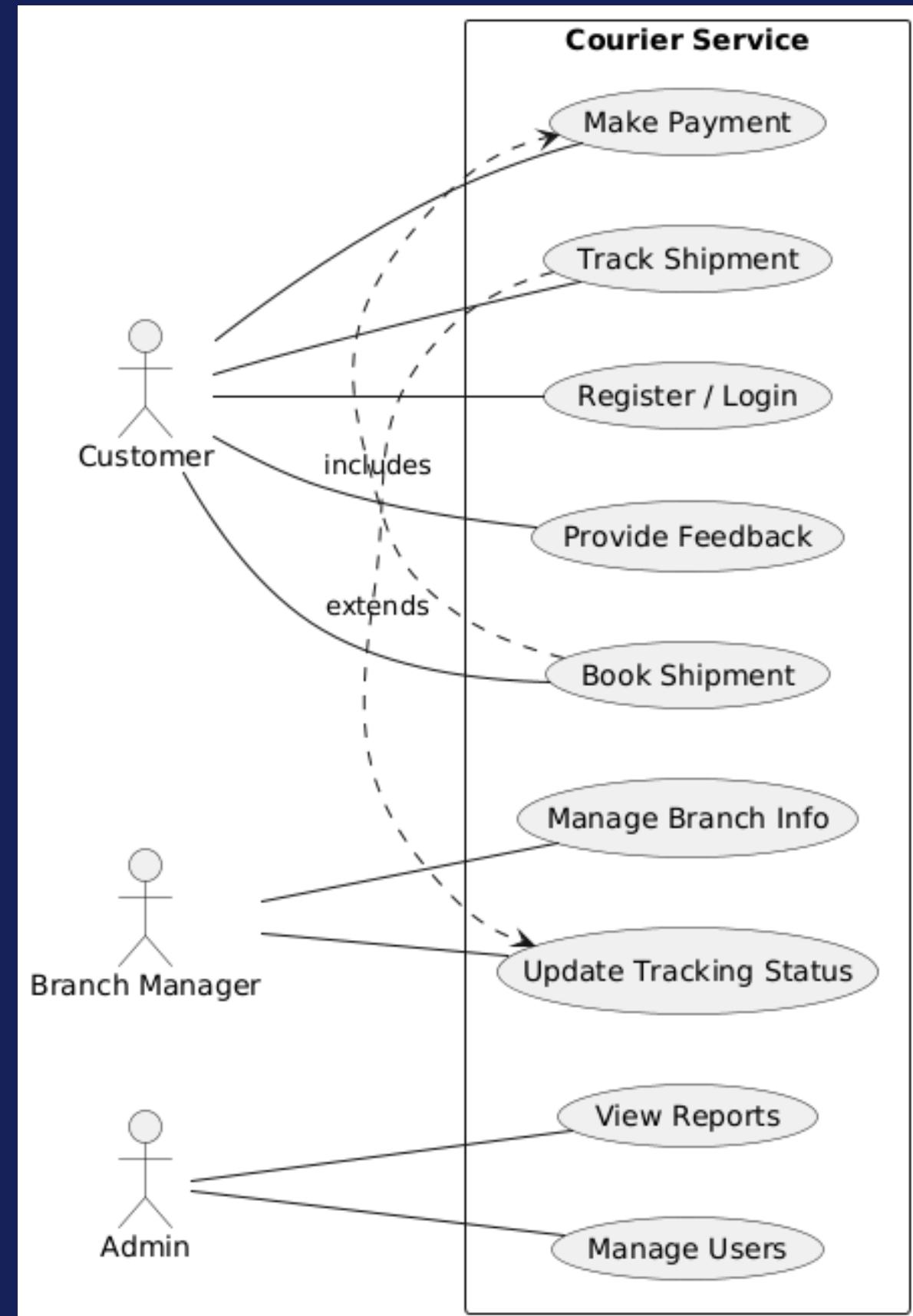
Data Flow Diagram



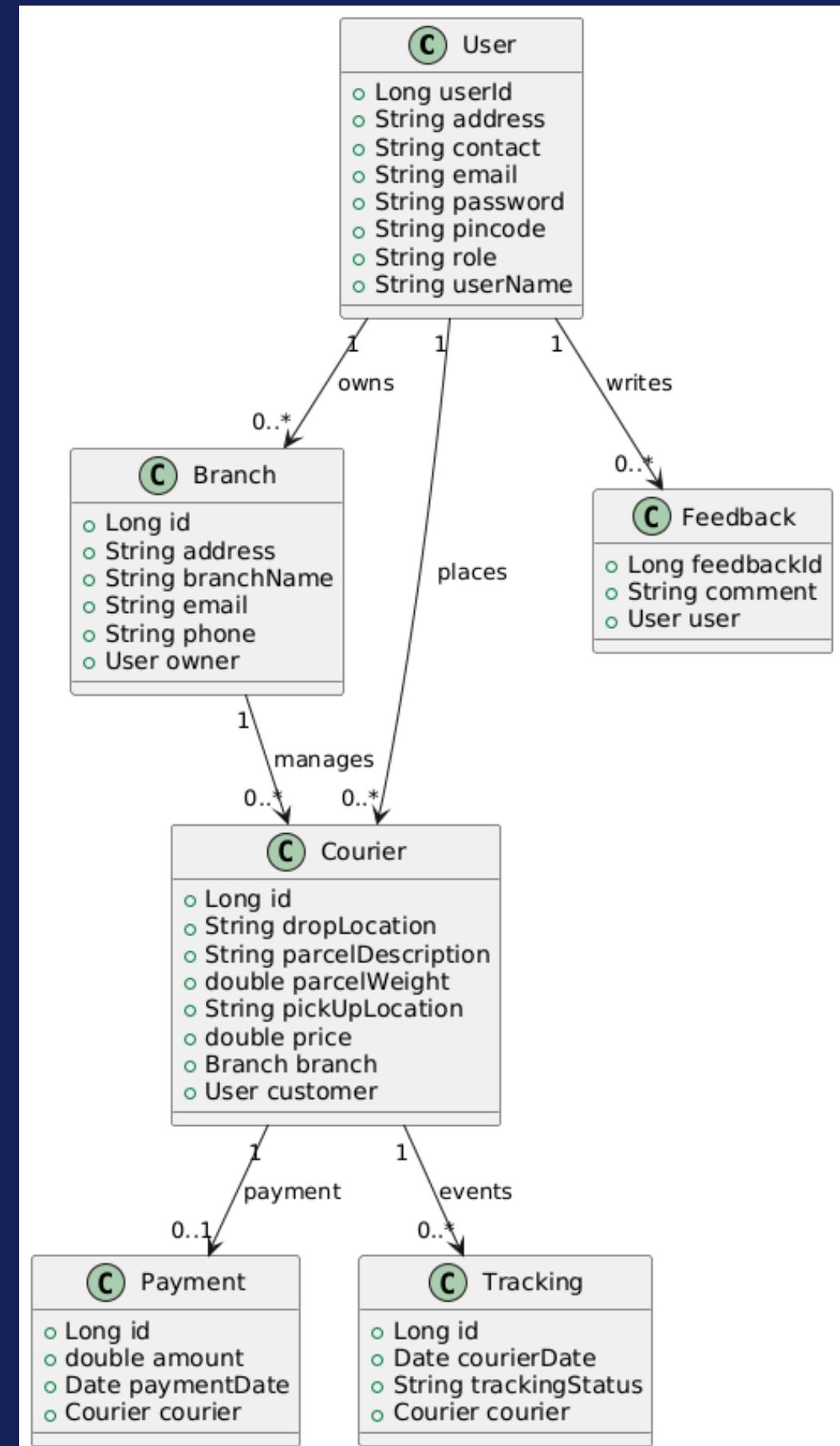
ER Diagram



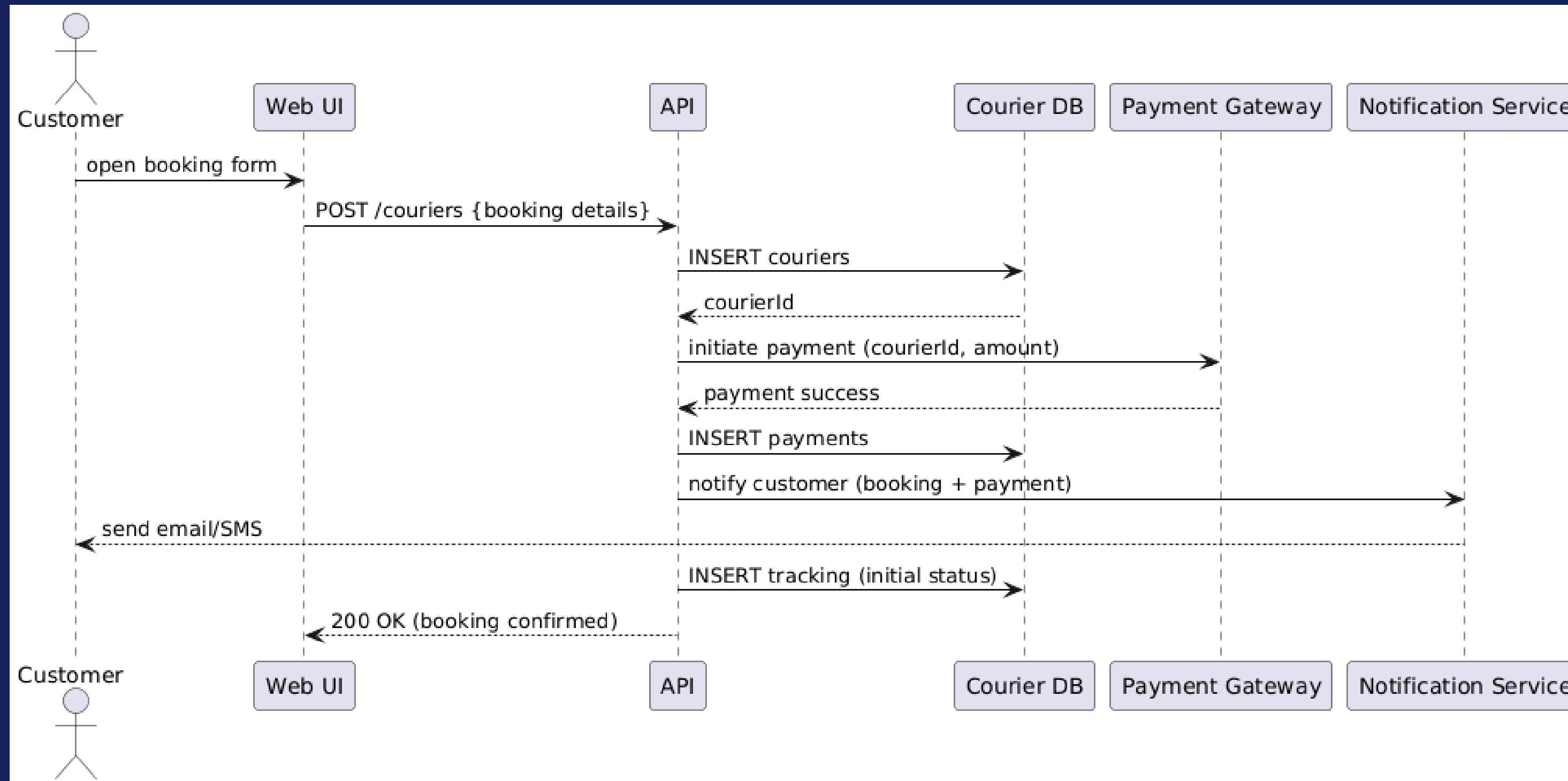
Use Case Diagram



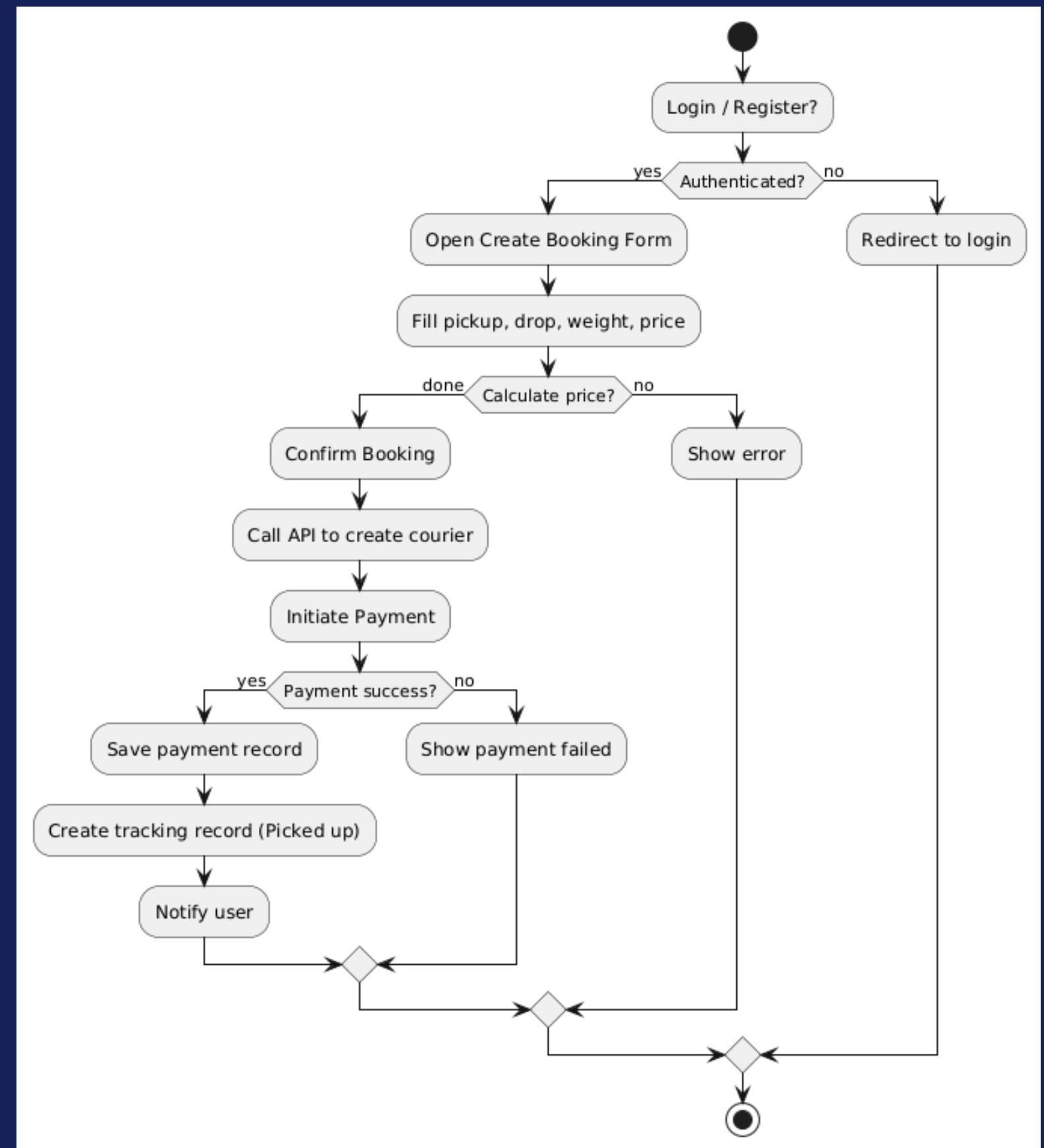
Class Diagram



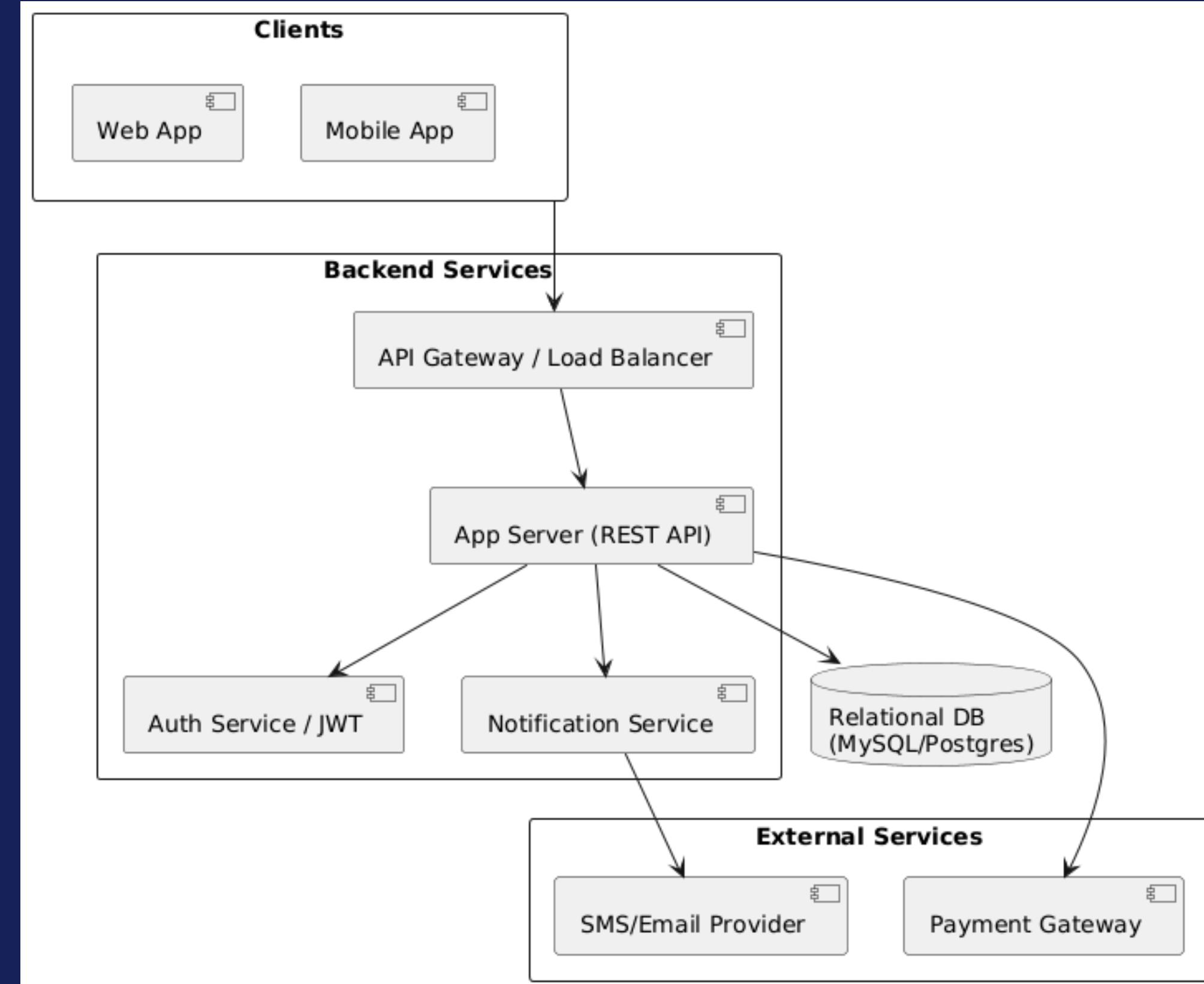
Sequence Diagram



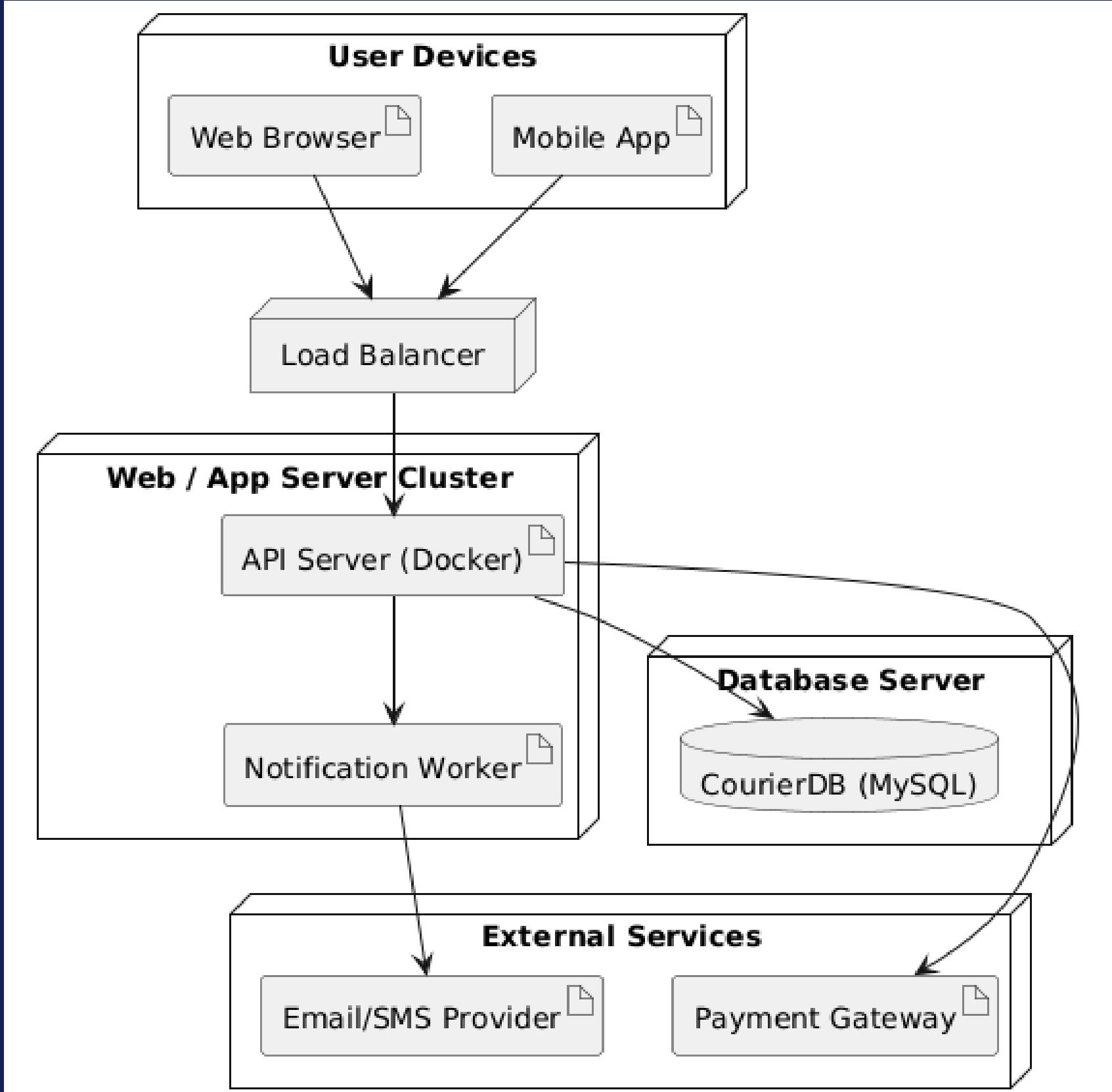
Activity Diagram



System Architecture Diagram



Deployment Diagram

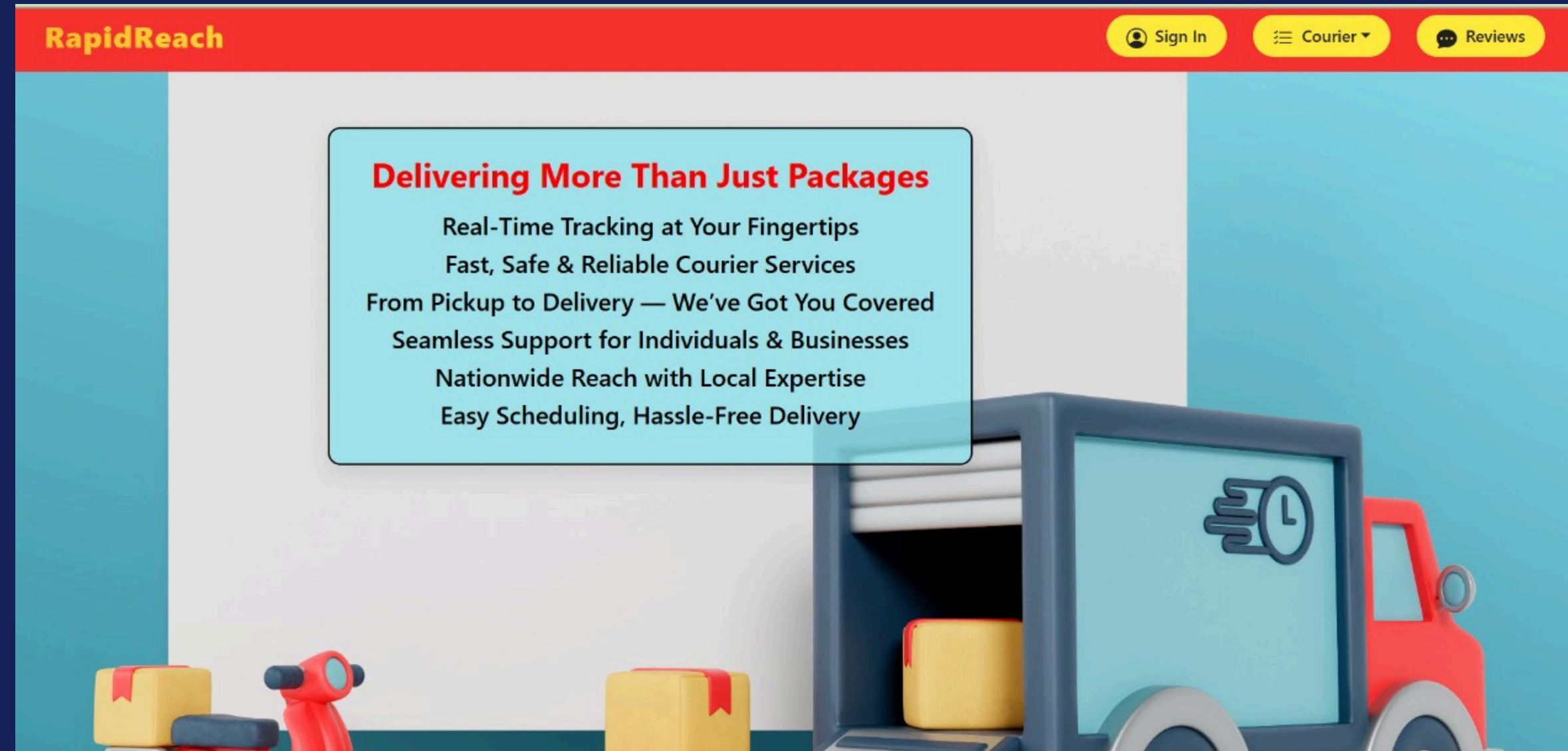


RapiReach

SCREENSHOTS



Home Page



Home Page

Why Choose RapidReach?

Experience unmatched courier services designed for speed, safety, and simplicity. Whether it's across the street or across the state — we've got you covered.



Real-Time Tracking

Track your parcels in real-time from pickup to delivery.



Secure Handling

Your packages are handled with care and protected at every step.



Doorstep Delivery

Convenient and fast delivery right at your door, anytime, anywhere.

[Learn More](#)

 Home Page

Why Choose RapidReach?

Experience lightning-fast, reliable, and secure courier services with RapidReach. From real-time tracking to doorstep delivery, our platform ensures your packages arrive on time, every time — powered by technology and driven by trust.

About RapidReach

RapidReach delivers fast, reliable, and secure courier services across the country. With real-time tracking, easy pickups, and efficient delivery, we make sure your packages arrive on time—every time.

Quick Links

- [Home](#)
- [Courier](#)
- [Reviews](#)
- [Contact](#)

Contact

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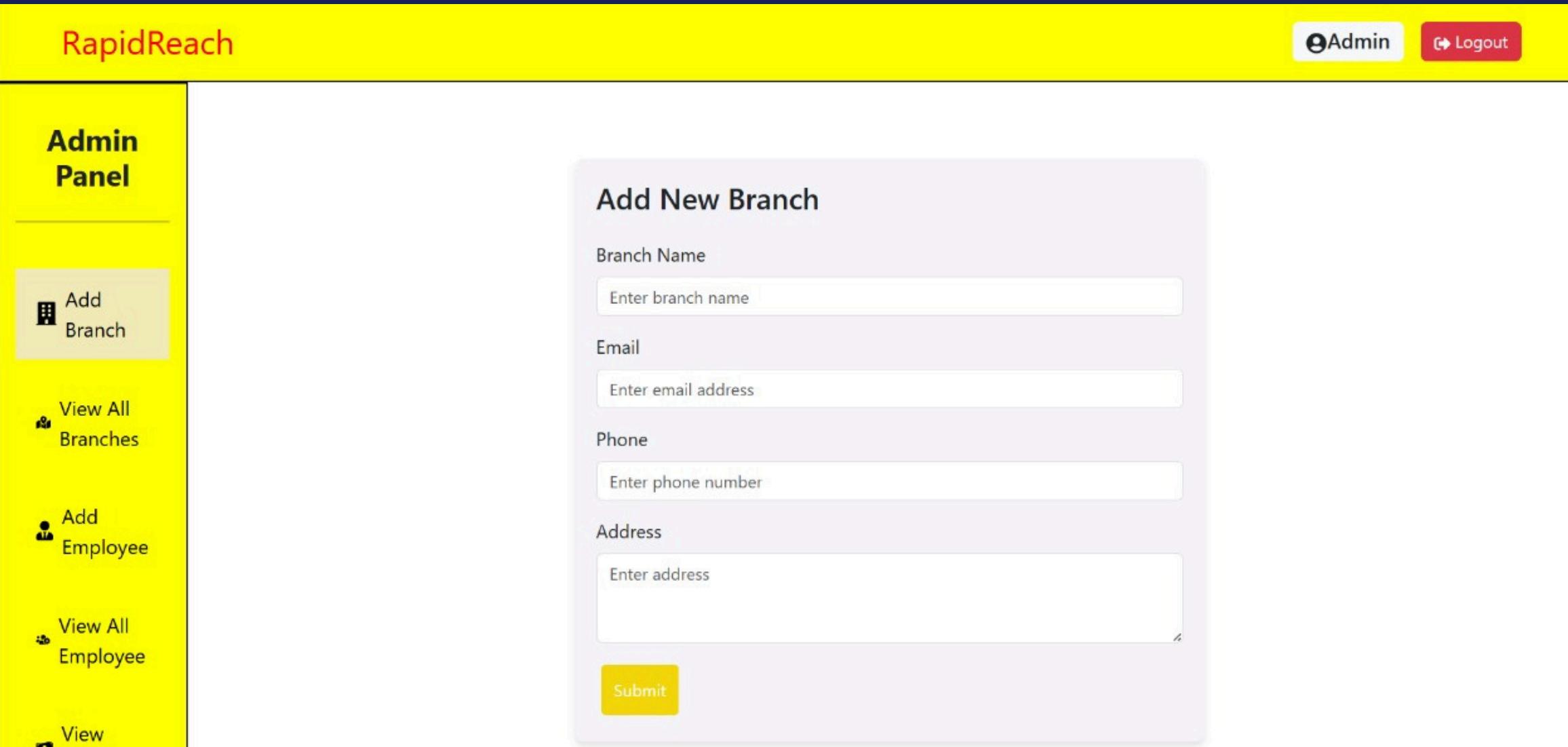
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Admin Page



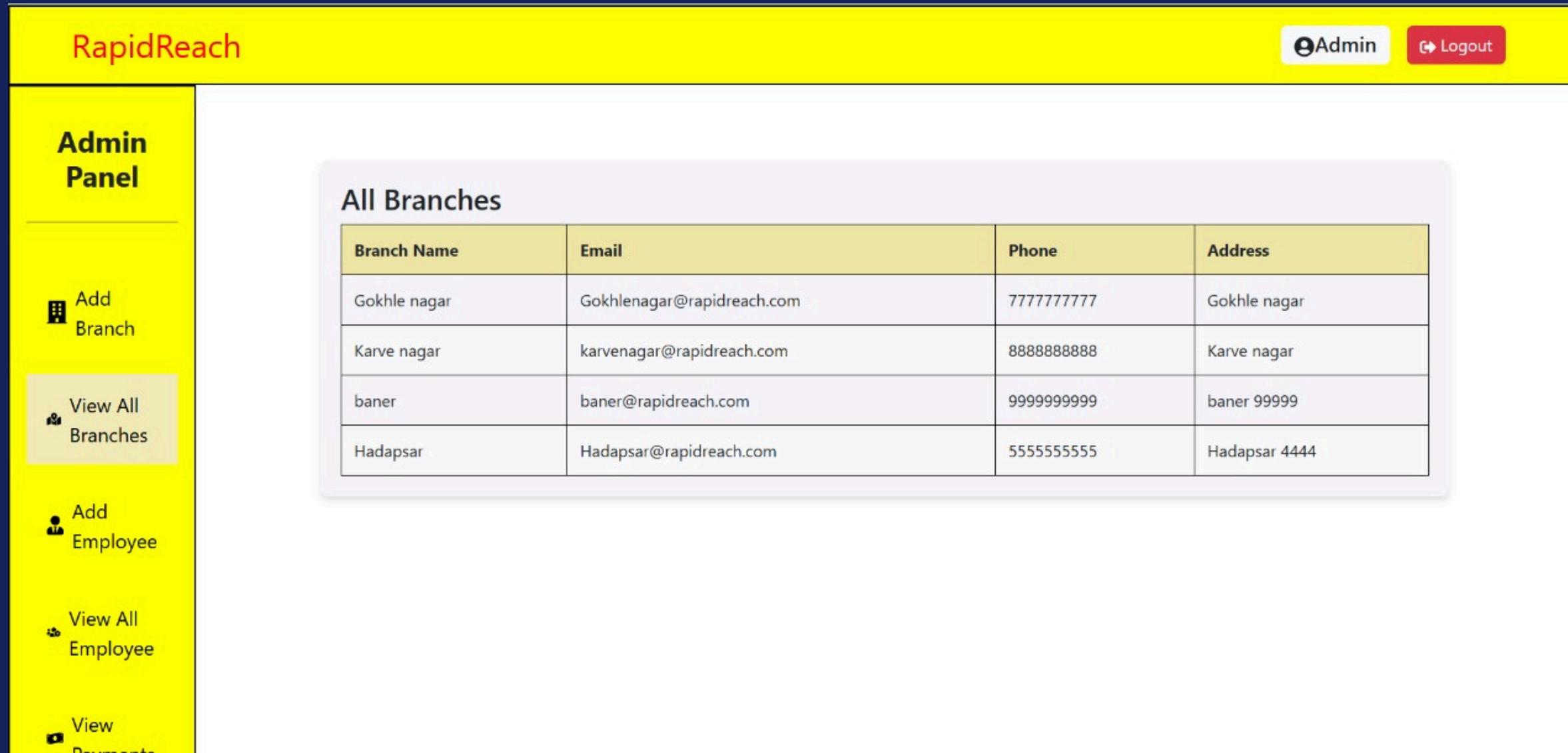
The screenshot shows a web-based admin panel for 'RapidReach'. The top navigation bar is yellow and contains the 'RapidReach' logo, the 'Admin' user icon, and a 'Logout' button. On the left side, there is a vertical sidebar with a dark blue header labeled 'Admin Panel'. Below this, there are five menu items, each with an icon and text: 'Add Branch' (building icon), 'View All Branches' (person icon), 'Add Employee' (person icon), 'View All Employee' (person icon), and 'View Payments' (credit card icon). The main content area is currently empty.

Add new Branch Page



The screenshot shows the Admin Panel interface. At the top, there's a yellow header bar with the 'RapidReach' logo on the left, 'Admin' status on the right, and a 'Logout' button. Below the header is a sidebar titled 'Admin Panel' containing links for 'Add Branch', 'View All Branches', 'Add Employee', 'View All Employee', and 'View'. The main content area is titled 'Add New Branch' and contains four input fields: 'Branch Name' (placeholder 'Enter branch name'), 'Email' (placeholder 'Enter email address'), 'Phone' (placeholder 'Enter phone number'), and 'Address' (placeholder 'Enter address'). A 'Submit' button is located at the bottom of the form.

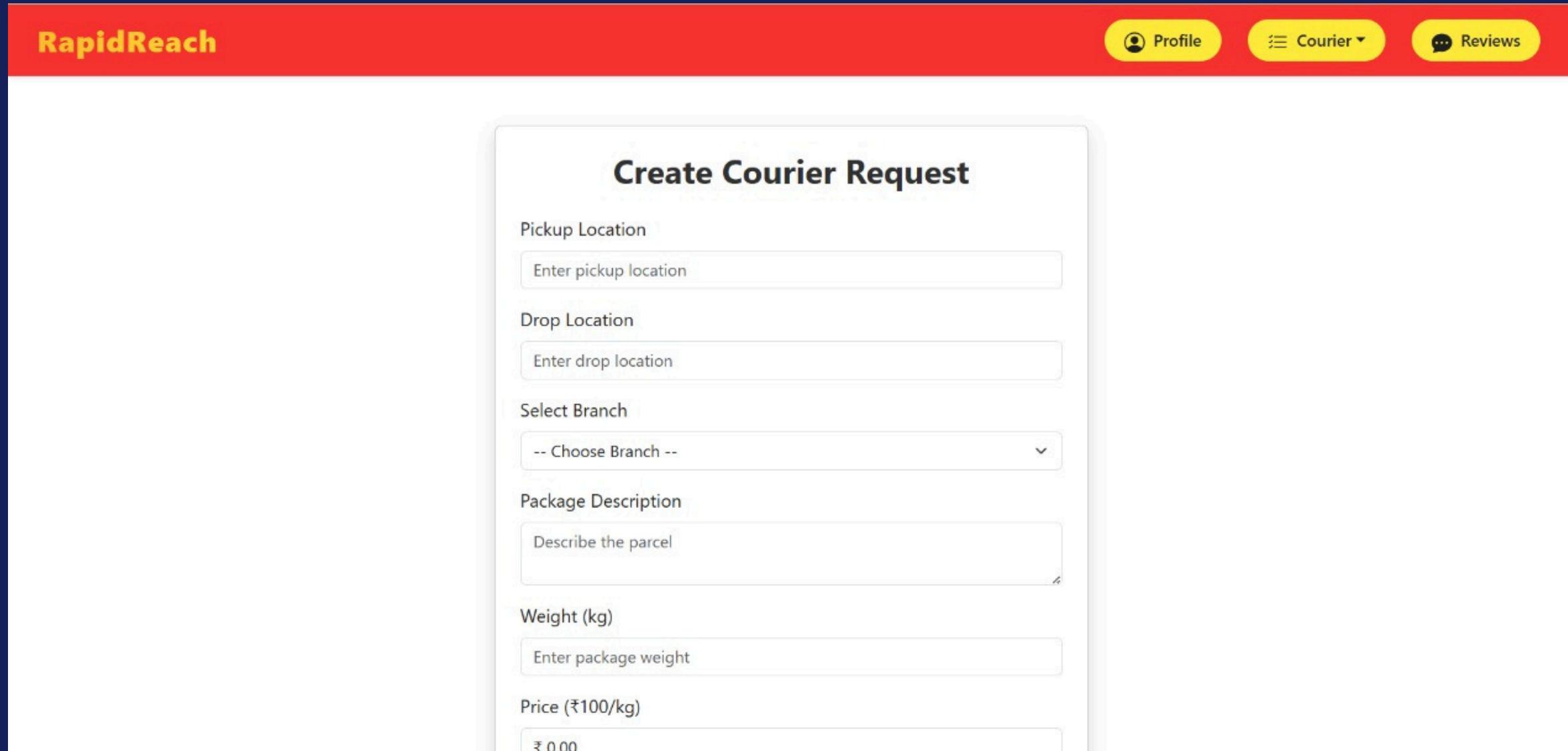
View all Branches Page



The screenshot shows the 'Admin Panel' interface for 'RapidReach'. The top navigation bar includes 'Home', 'Innovations', 'Product', 'Our Work', and a 'Contact Us' button. The main header 'RapidReach' is in red, and the top right features 'Admin' and 'Logout' buttons. On the left, a sidebar titled 'Admin Panel' lists five options: 'Add Branch', 'View All Branches' (which is highlighted in orange), 'Add Employee', 'View All Employee', and 'View Reports'. The central content area is titled 'All Branches' and displays a table with four columns: Branch Name, Email, Phone, and Address. The table contains four rows of data.

| Branch Name | Email | Phone | Address |
|--------------|----------------------------|------------|---------------|
| Gokhle nagar | Gokhlenagar@rapidreach.com | 7777777777 | Gokhle nagar |
| Karve nagar | karvenagar@rapidreach.com | 8888888888 | Karve nagar |
| baner | baner@rapidreach.com | 9999999999 | baner 99999 |
| Hadapsar | Hadapsar@rapidreach.com | 5555555555 | Hadapsar 4444 |

Create Courier Request Page



The screenshot shows the 'Create Courier Request' form on the RapidReach website. The form is contained within a white modal window with a shadowed border. At the top of the modal, the title 'Create Courier Request' is centered in bold black font. Below the title, there are six input fields arranged vertically: 'Pickup Location' (with placeholder 'Enter pickup location'), 'Drop Location' (with placeholder 'Enter drop location'), 'Select Branch' (a dropdown menu with placeholder '-- Choose Branch --'), 'Package Description' (with placeholder 'Describe the parcel'), 'Weight (kg)' (with placeholder 'Enter package weight'), and 'Price (₹100/kg)' (with placeholder '₹ 0.00'). The background of the entire page is a solid orange color. At the very bottom of the page, there is some small, illegible text.

RapidReach

Profile Courier Reviews

Create Courier Request

Pickup Location
Enter pickup location

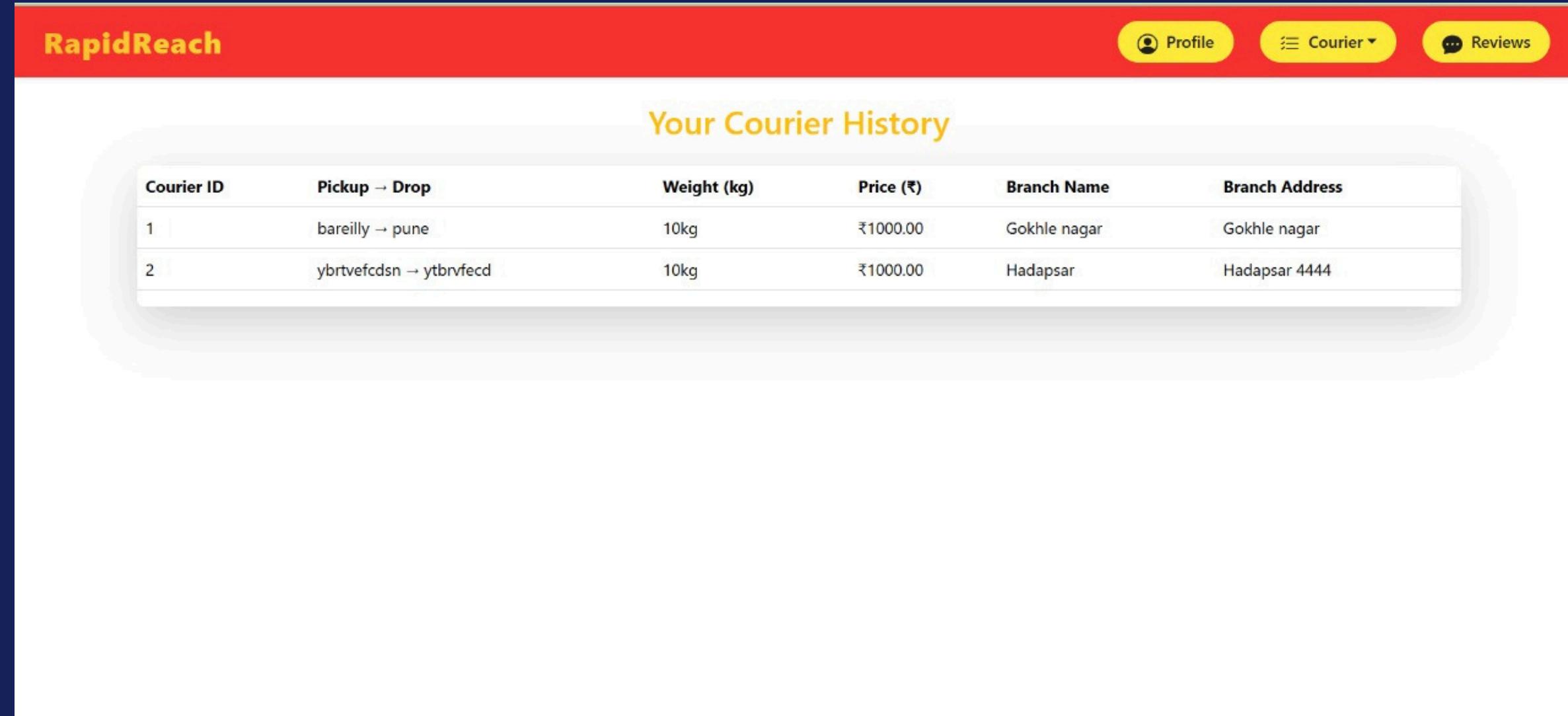
Drop Location
Enter drop location

Select Branch
-- Choose Branch --

Package Description
Describe the parcel

Weight (kg)
Enter package weight

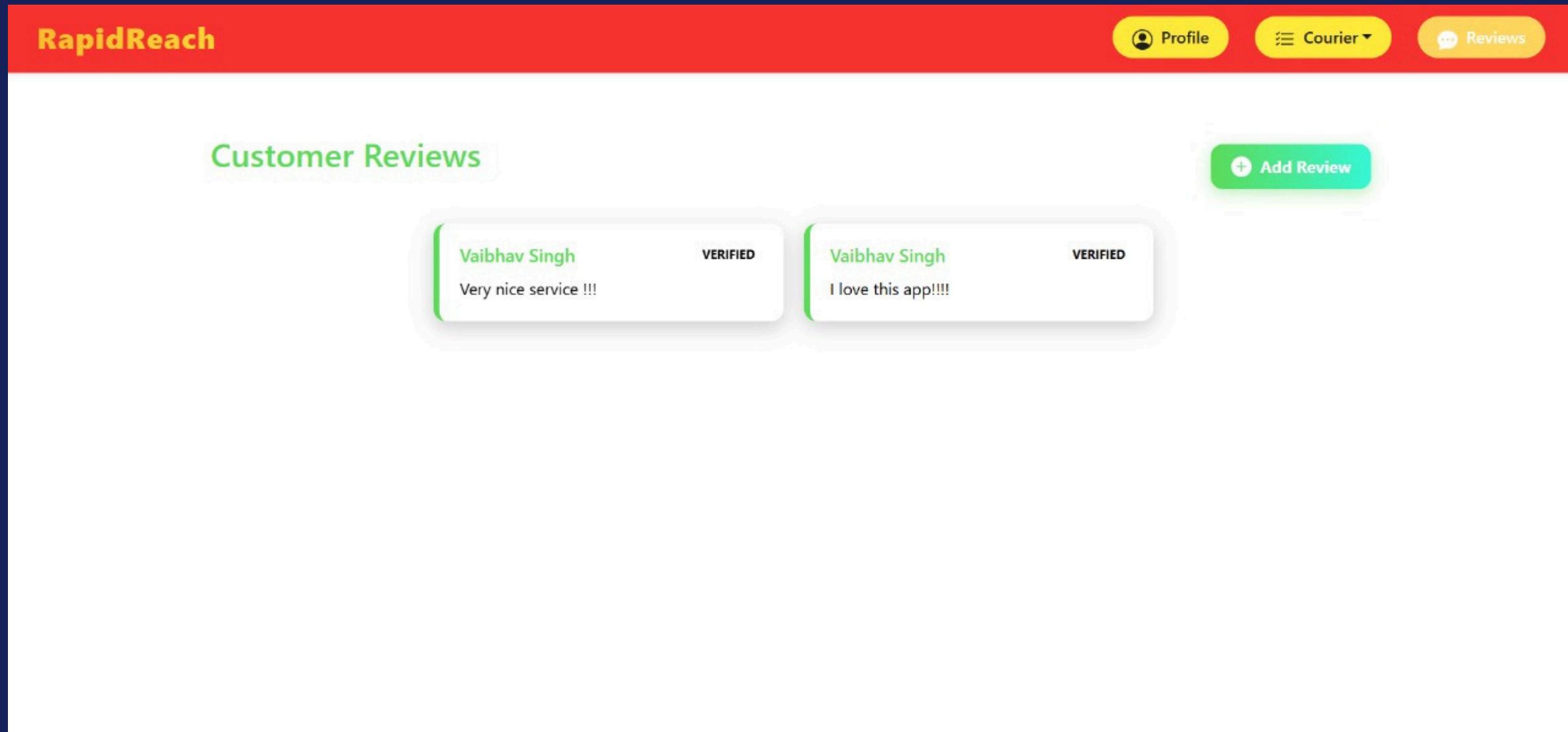
Price (₹100/kg)
₹ 0.00

 Courier History Page

The screenshot shows a user interface for tracking courier history. At the top, there's a red header bar with the "RapidReach" logo on the left and three yellow buttons on the right labeled "Profile", "Courier", and "Reviews". Below the header, the main title "Your Courier History" is displayed in yellow. A table follows, showing two entries of courier information:

| Courier ID | Pickup → Drop | Weight (kg) | Price (₹) | Branch Name | Branch Address |
|------------|-------------------------|-------------|-----------|--------------|----------------|
| 1 | bareilly → pune | 10kg | ₹1000.00 | Gokhle nagar | Gokhle nagar |
| 2 | ybrtvefcdsn → ytbrvfecc | 10kg | ₹1000.00 | Hadapsar | Hadapsar 4444 |

Customer Reviews Page



The screenshot shows the 'Customer Reviews' section of the RapidReach app. At the top, there's a red header bar with the 'RapidReach' logo on the left and three navigation items on the right: 'Profile', 'Courier', and 'Reviews'. Below the header, the title 'Customer Reviews' is displayed in green. On the right side of the main area, there's a green button labeled 'Add Review' with a plus sign icon. The reviews themselves are shown in white rounded rectangular boxes with green borders. Each review includes the reviewer's name ('Vaibhav Singh'), the word 'VERIFIED' below it, and the review text. The first review says 'Very nice service !!!' and the second says 'I love this app!!!!'.

| Reviewer | Review Text |
|---------------|-----------------------|
| Vaibhav Singh | Very nice service !!! |
| Vaibhav Singh | I love this app!!!! |



Thank You



A delivery man in a blue uniform, including a cap and polo shirt, stands outdoors against a clear blue sky. He is smiling and looking towards the right. He is holding a brown cardboard package in his hands. In the background, there are blurred buildings of a city skyline.

We are
ready to
scale.

Join us in delivering
the future, one parcel
at a time.