



RAPIDREACH!! COURIER SERVICE APPLICATION

Reach Anywhere In On Time!!

Our delivery service is designed to save time, reduce stress, and make life easier for our customers. Whether it's food, packages, groceries, or documents — we ensure safe and timely delivery, every time.



RapidReach!! Courier Service Application



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INTRODUCTION TO COURIER SERVICES

Courier Services in modern businesses

- Courier service delivery is a software 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 company's online platform.
- It encompasses functionalities related to managing and displaying information about users, payments, branches, employees, orders, tracking details, addresses, parcels, feedback, and notifications.





PORBLEM STATEMENT TO COURIER SERVICES

- There is no Decentralize. hub system
- There is a reward-based system for users and delivery agents.
- Access for guest users





Purpose & Scope Of Courier Services

- Purpose: To develop a web-based courier service management system that facilitates shipment booking, tracking, and delivery across multiple user roles.
- Scope: The system will support admin, delivery personnel, and customer functions; provide real-time shipment tracking; and offer a secure, responsive interface.



OBJECTIVES TO COURIER SERVICES

Importance of Courier Services in modern businesses

- To enhance courier operations', which will save money and increase speed.
- To boost the effectiveness of operations.
- In order to incorporate optical bar code readers.
- Keeps track of the proof of delivery report and the daily processed records report.
- Accurate accounting.
- Appropriate information management for delivery agents and employees.
- Facility for tracking packets.





CORE FEATURES: ROLE-BASED ACCESS COURIER SERVICES

User Module

User can view the current delivery status of his parcel and also view the different branches of Courier Company

Staff Module

The staff can see all details in brief, like Total courier, Total Courier Pickup, Total Courier arrived at the destination. Total Shipped, Total Courier is out for delivery and total delivered courier.

Admin Module

Admin who can see all details in brief. Admin has the authority to manage the staff (add, update, delete).



USER WORKFLOW: FROM REGISTRATION TO PLACED ORDER

Registration & SignUp ■

A new user, on the other hand, would either have to register himself with the system by providing personal information

View Notifications ■

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



■ Login & Logout Change Password

The system shall require a user to login, in order to carry out any transactions with it except for tracking the parcel

■ Feedback & Complaints

Customers can submit feedback through the system, providing valuable insights. The system ensures the completion of mandatory attributes and conducts validation checks to maintain data integrity.



EMPLOYEE WORKFLOW: VERIFICATION AND ORDER UNLOCK

In this section staff can view the courier details, and they also have the right to change the courier status. To change the courier status, staff add order_id, and when it matches with order_id in DB (table-Orders), staff can see the status of the courier and change the courier status

Add Courier: In this section staff fill the courier detail of the parcel

Status : In this section staff can view the courier details, and they also have the right to change courier status according to current status.

Search Courier: In this section, staff can search for a particular courier with the help of a tracking number/reference number⁹.



ADMIN WORKFLOW: VERIFICATION AND ORDER UNLOCK



- Branches: In this section, the admin can manage branches (add and update).
- Staff: In this section, the admin can manage staff (add, update, and delete).
- Courier: In this section, the admin can view courier status and check the courier detail, which is filled by staff of different branches.
- Complaints: In this section, the admin can view the complaints raised by the user and also provide solutions for those complaints.
- Pages: In this section, the admin can update the "About Us" and "Contact Us" page data.
- Inquiry: In this section, the admin can view the inquiry raised by the user.
- Reports: In this section, the admin can view courier details, courier counts, and sales reports according to dates. The admin can also¹⁰ update his profile, change his password, and recover his password.



DATABASE DESIGN: MYSQL SERVER

Table 1:Users

Table 2:Address

Table 3:Branches

Table 4:Employee

Table5:TrackingDetails

Table 6:Orders

Table 7:Payment

Table 8:Parcel

Table 9:Complaints/Feedback

Table 10: Notification





FRONTEND DEVELOPMENT REACT.JS

React.js powers the interactive and dynamic user interface. It provides efficient component-based architecture for diverse user roles.

Component-Based UI

Modular and reusable UI elements for scalability.

Routing

Seamless navigation between different portal sections.

Conditional Rendering

Dynamic content display based on user roles.





BACKEND DEVELOPMENT: JAVA SPRING BOOT

Java Spring Boot forms the robust backend. It handles all business logic. Spring Boot provides a powerful framework for developing secure and scalable APIs.

■ RESTful APIs

Enable seamless communication between frontend and database

■ Authentication & Authorization

Secure user access based on roles and permissions

■ CRUD Operations

Full support for creating, reading, updating, and deleting data.

■ Scalability & Performance

Optimized for high-volume transactions



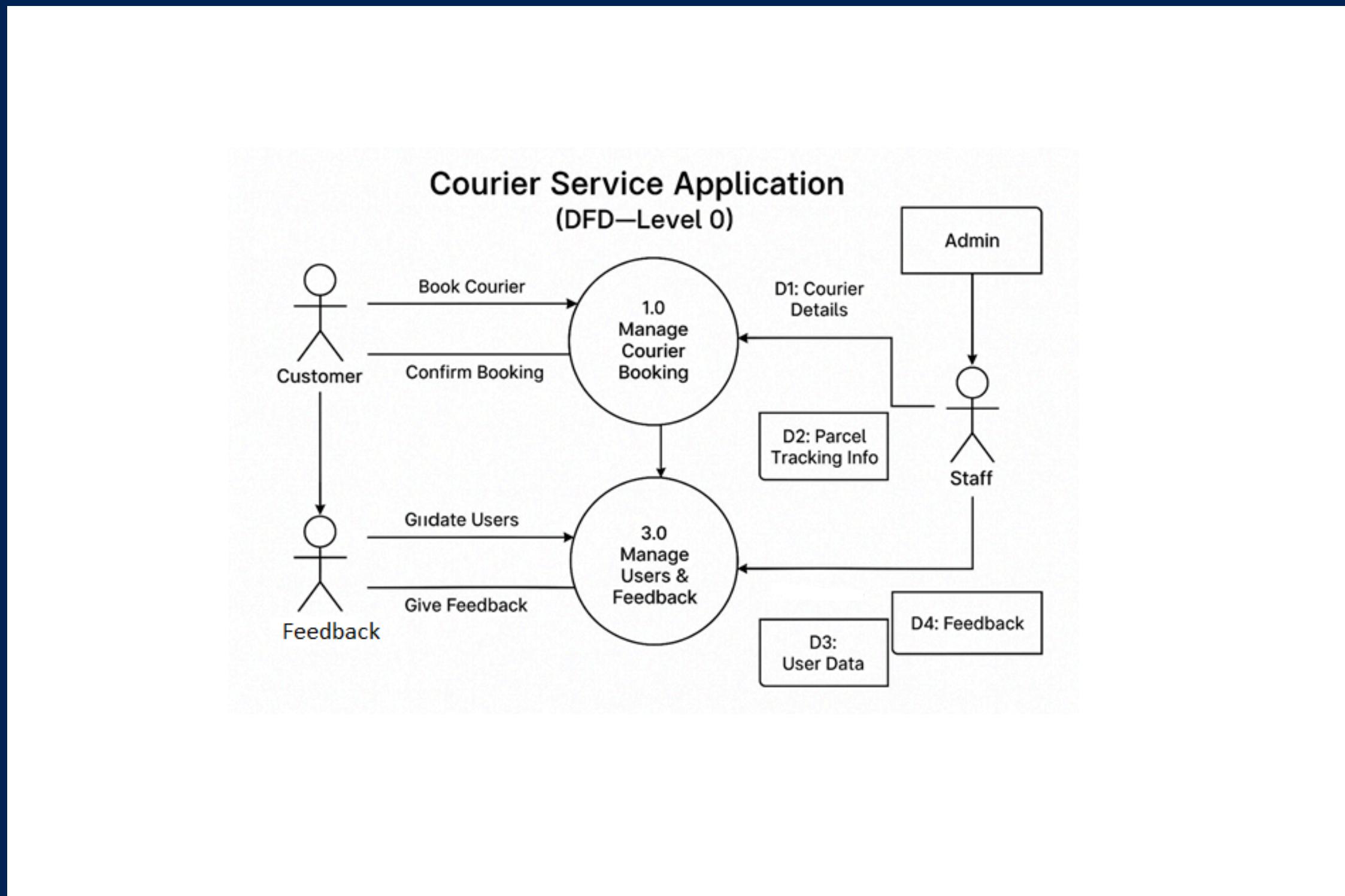


UML DIAGRAMS



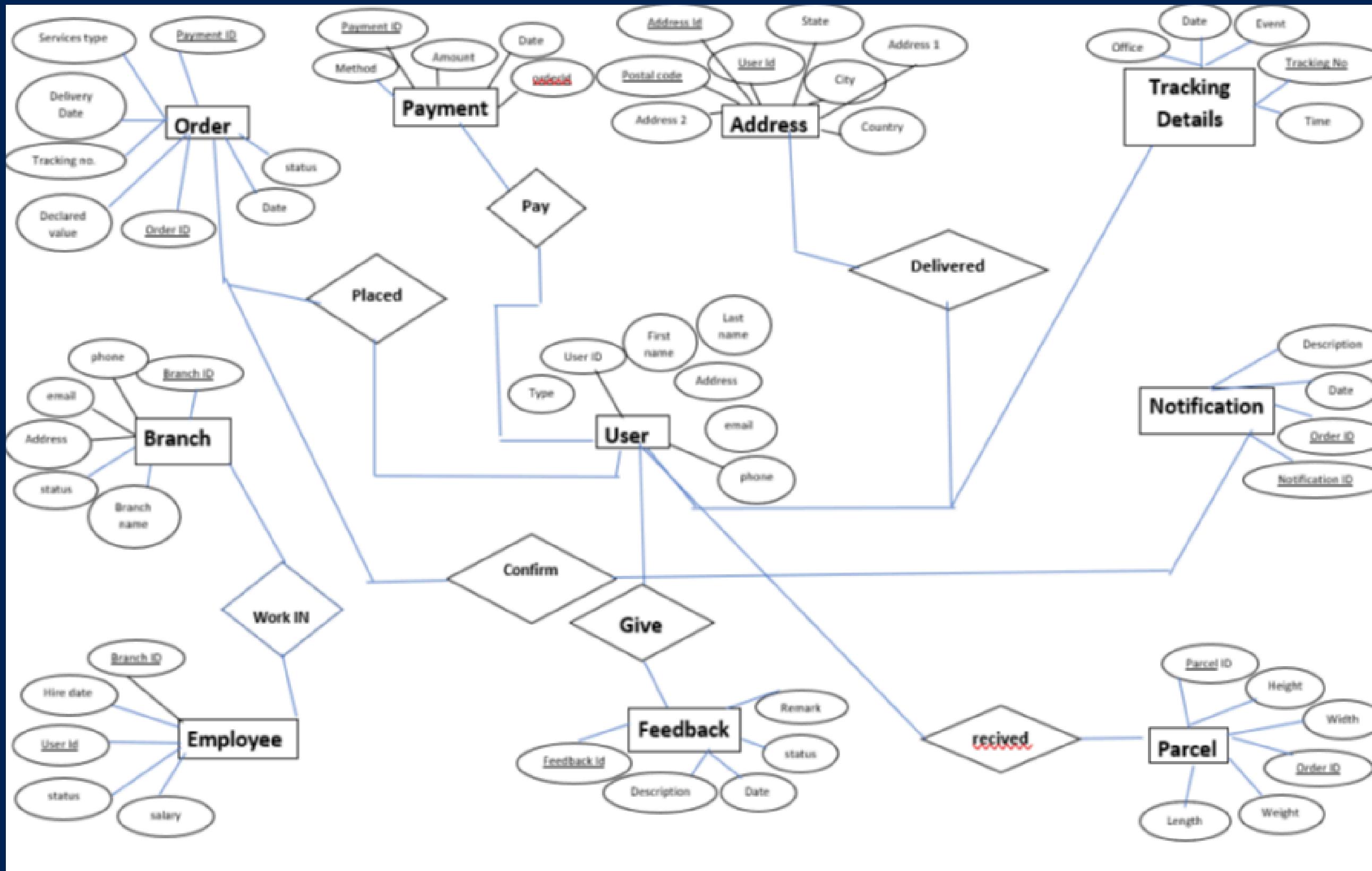


Data Flow Diagram



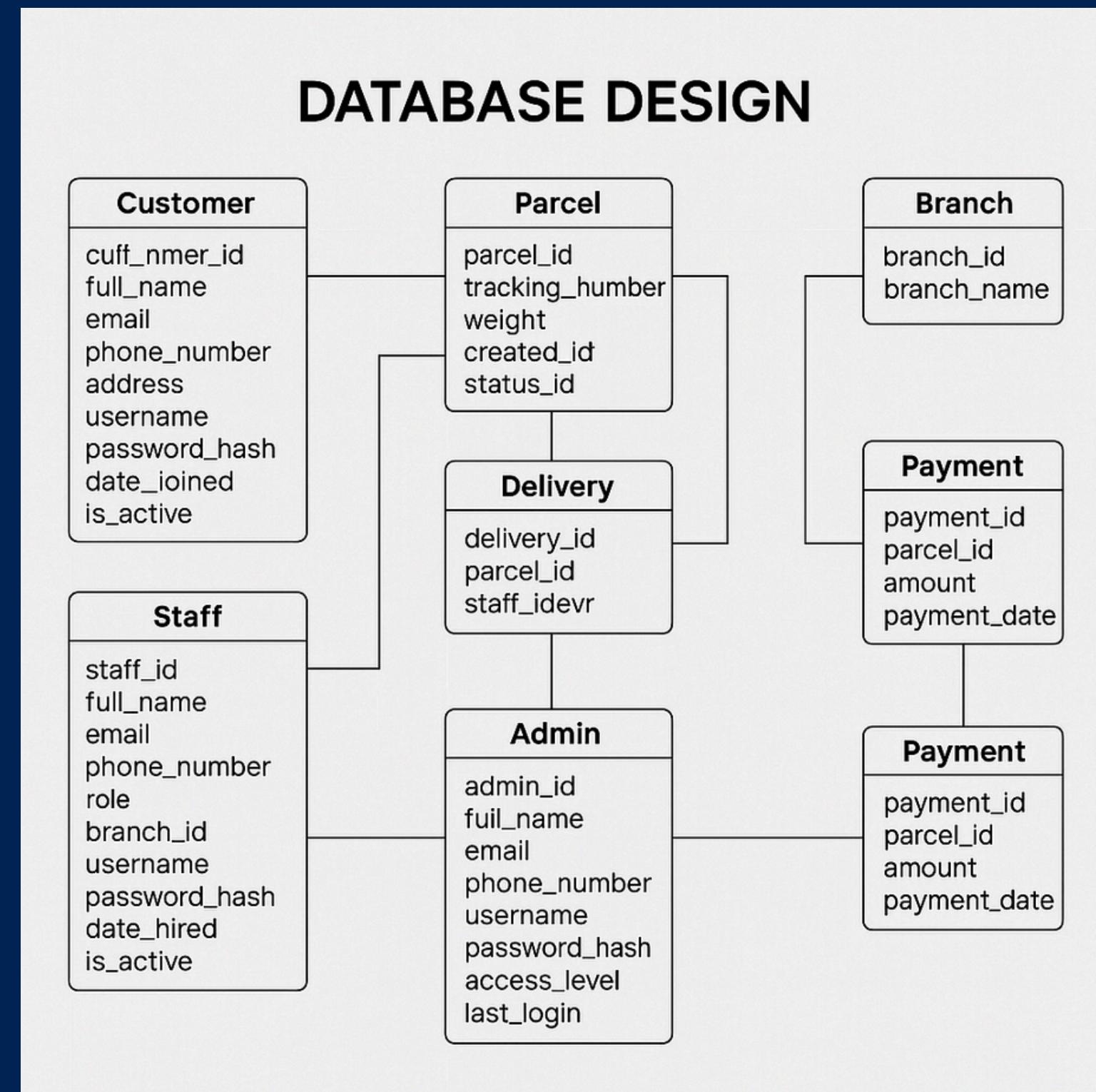


ER Diagram



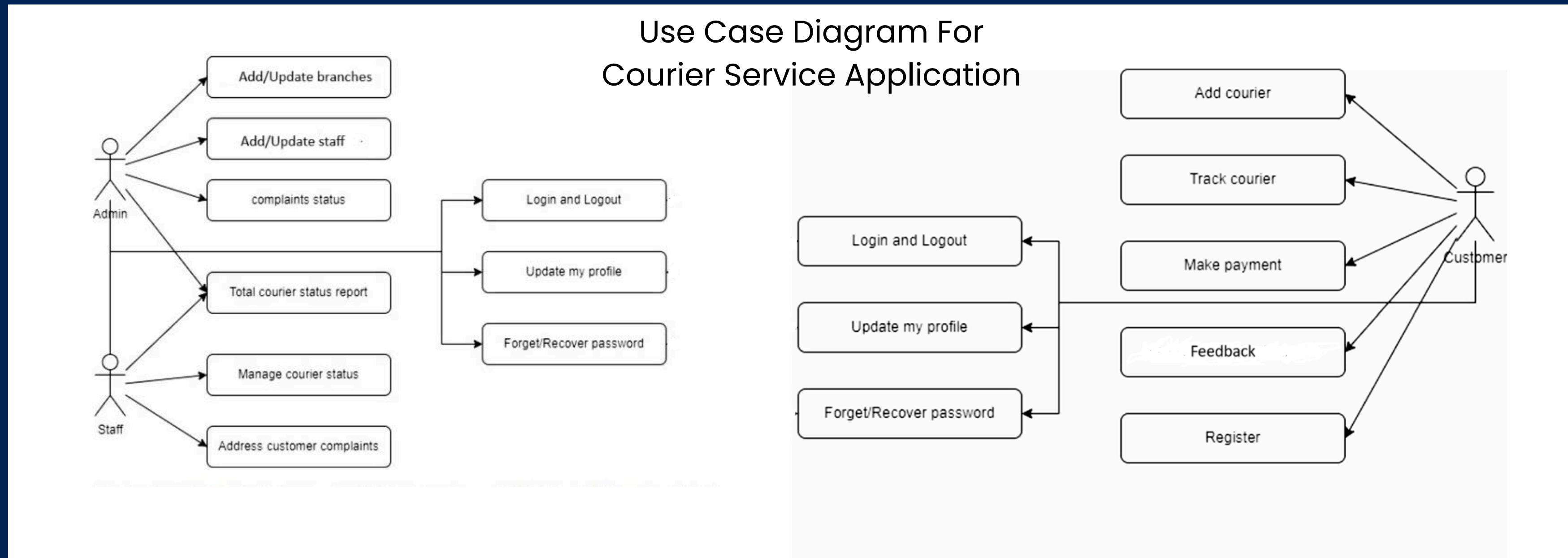


Database Design Diagram



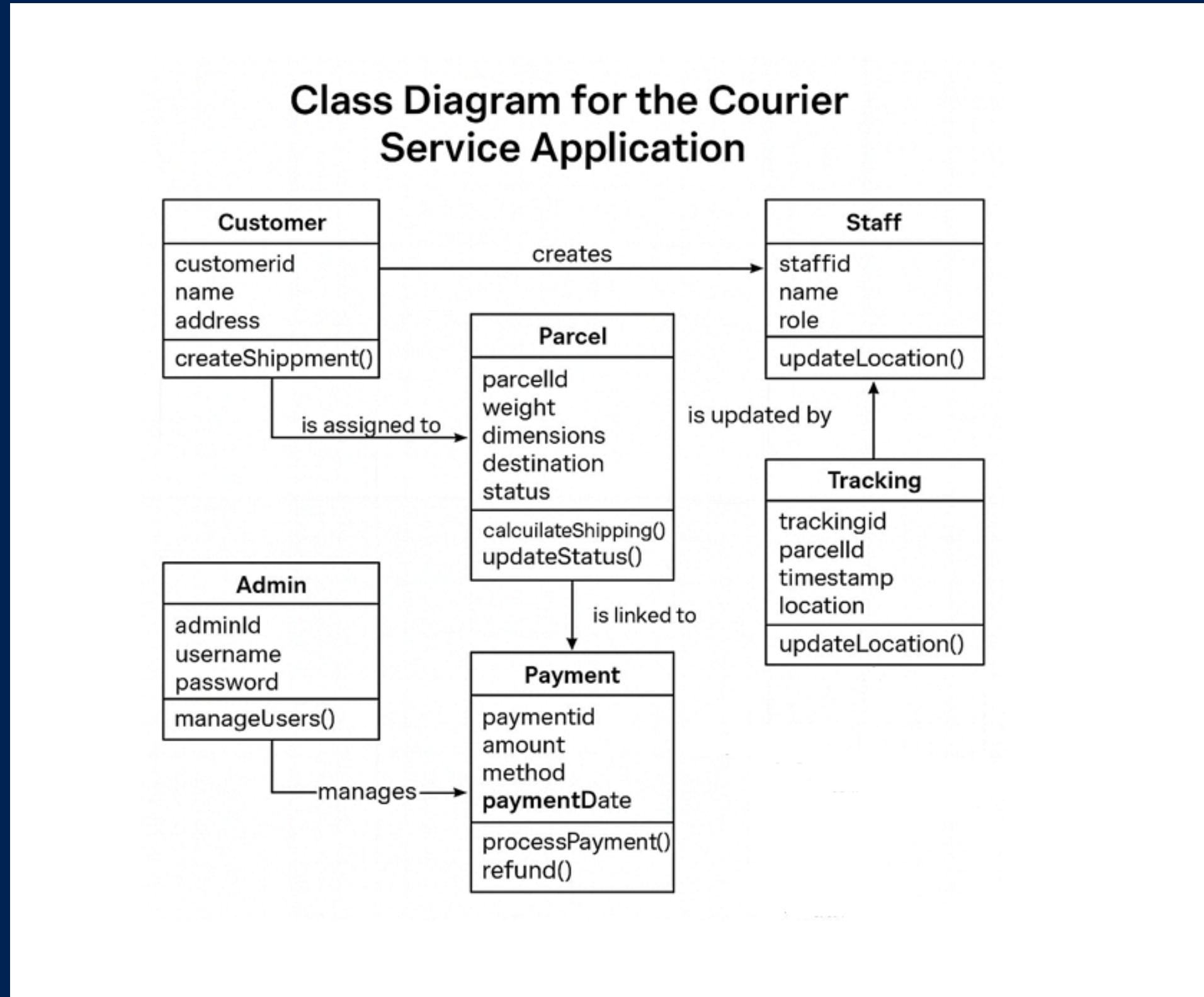


■ Use Case Diagram



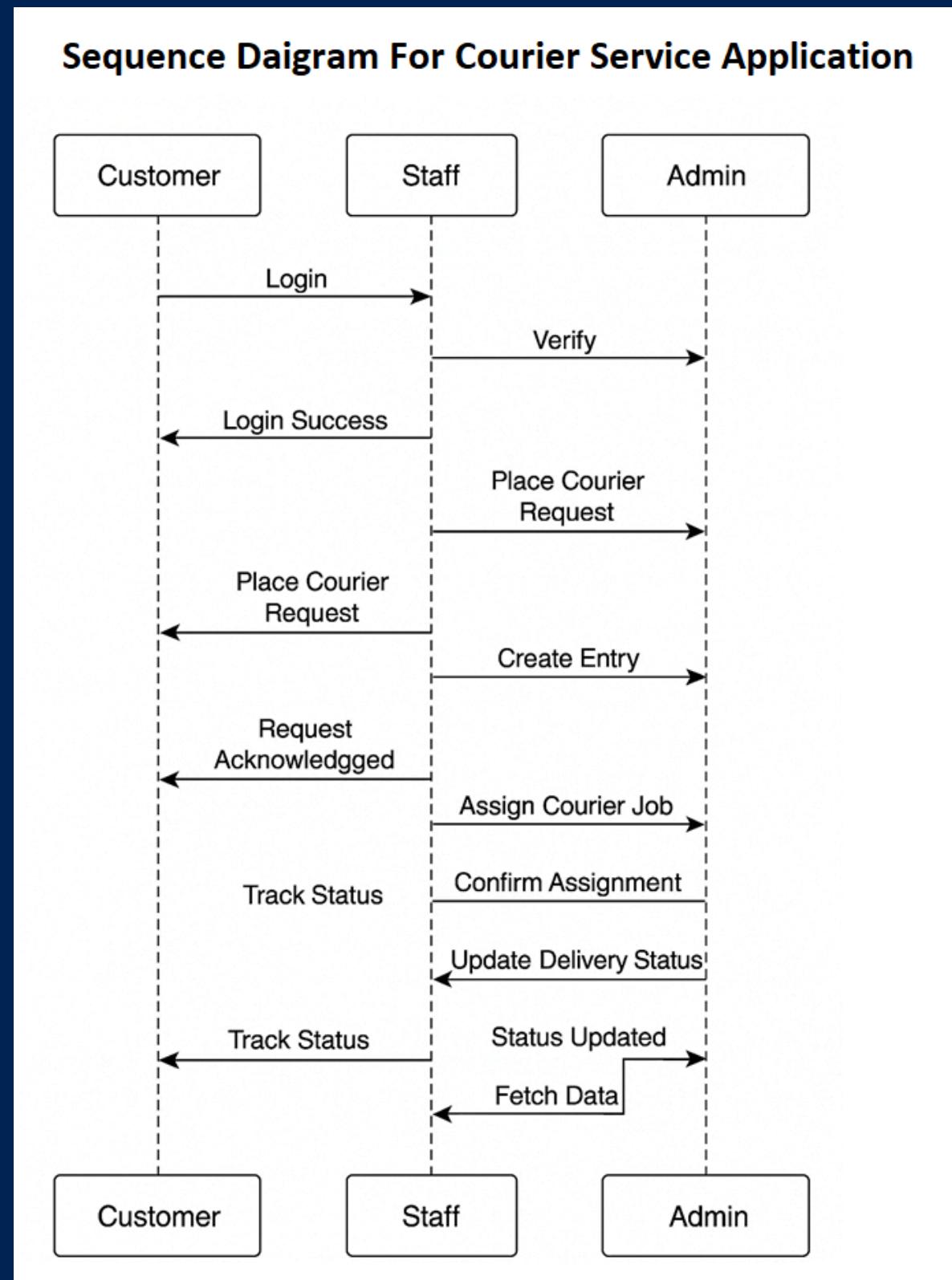


Class Diagram



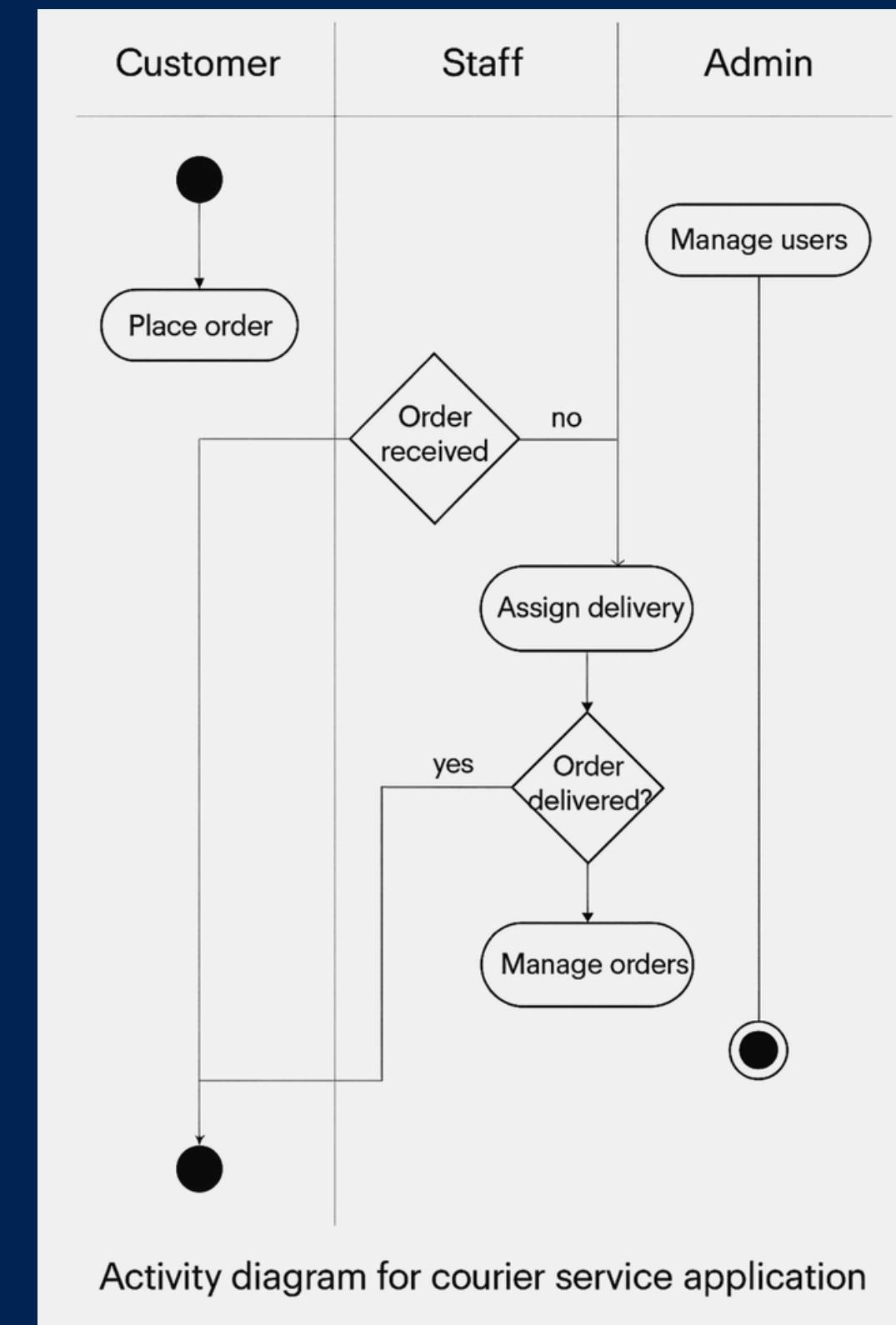


Sequence Diagram



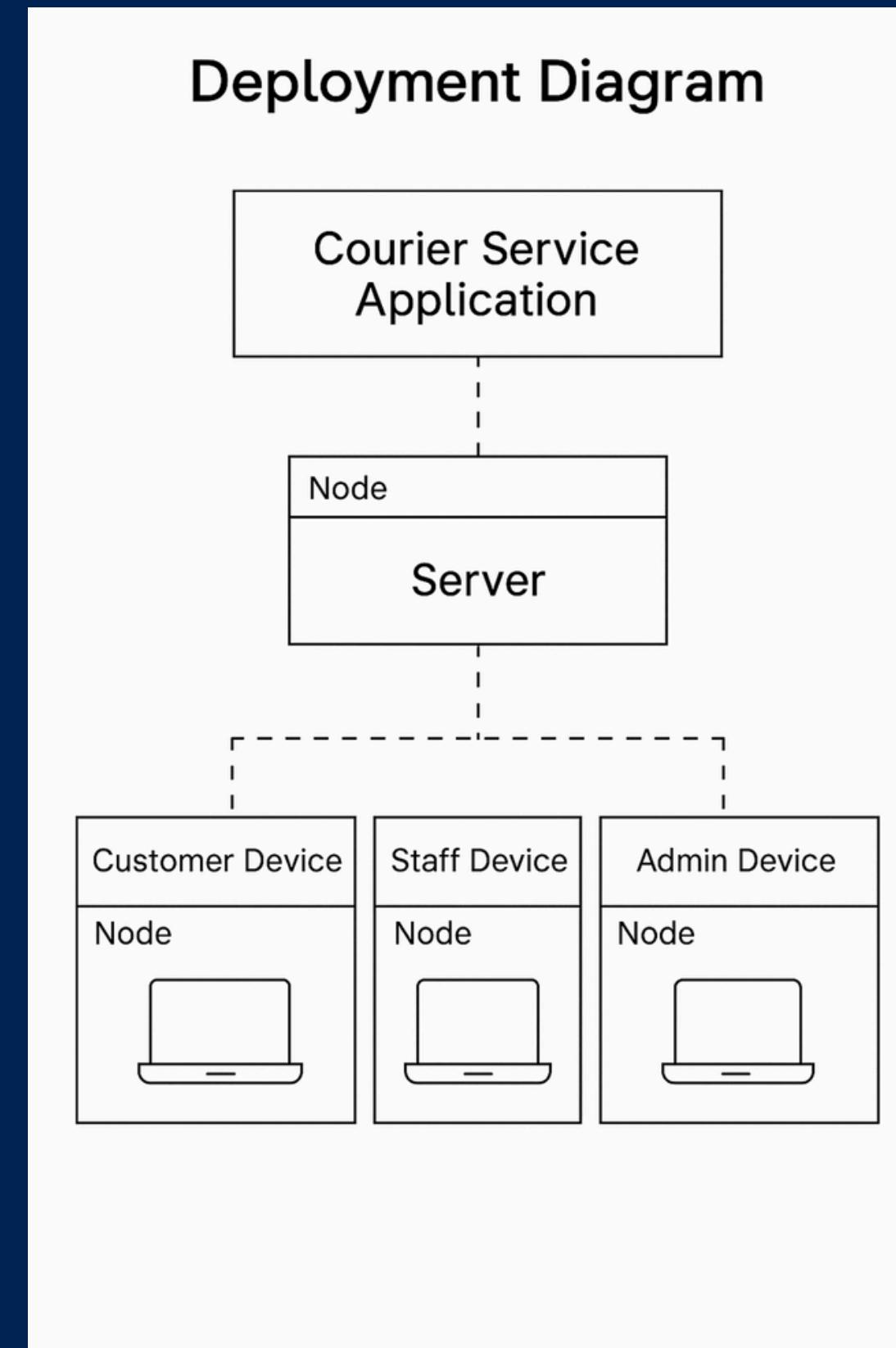


Activity Diagram



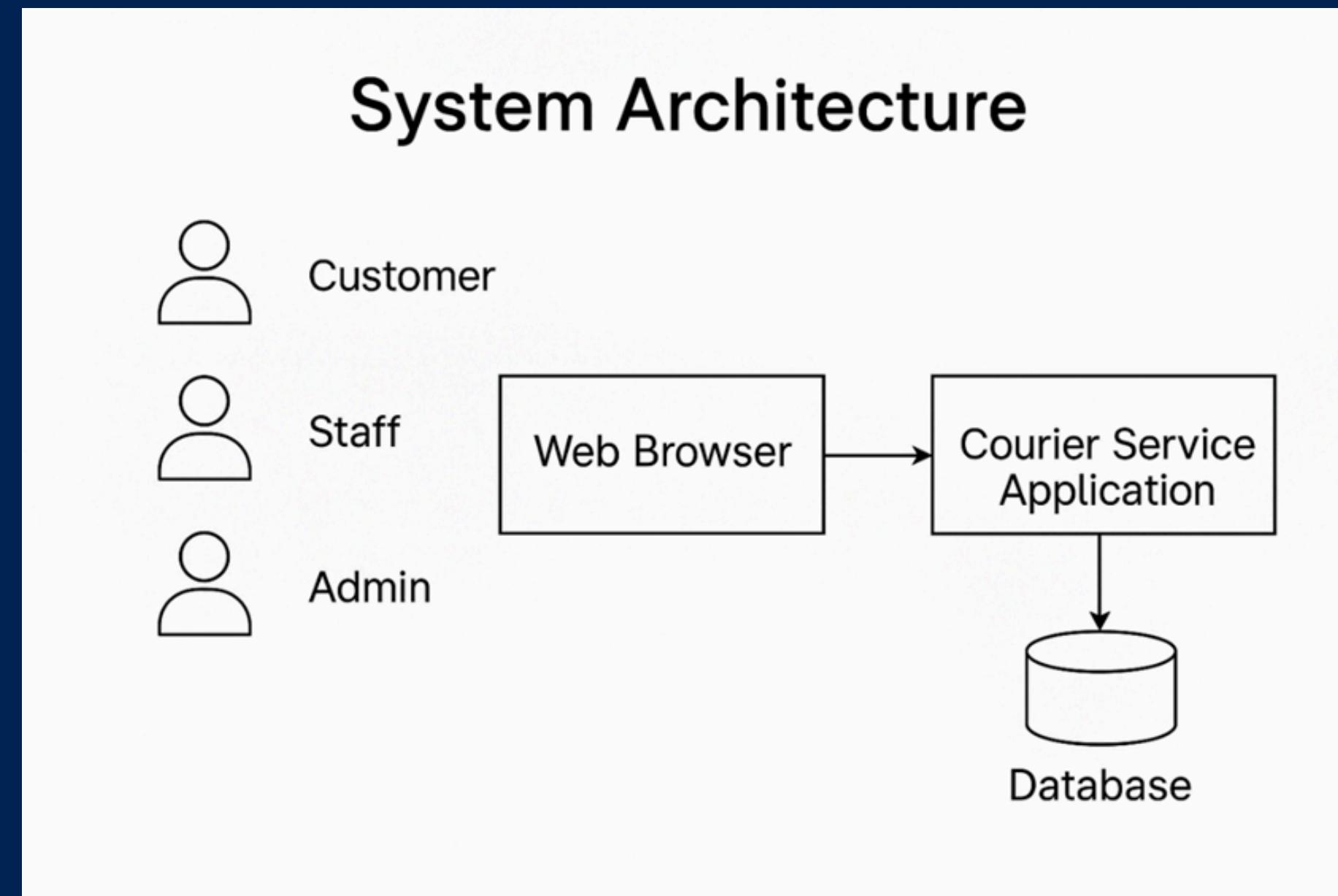


■ Deployment Diagram





System Architecture Diagram





■ Efficient Courier Services: Delivering Success

**THANK YOU
FOR JOINING US**

Presented by Project Group_15

We are
ready to
scale.



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