Software Requirement Specification for E-Post Office

Group Members:

1. RAGHU KIRAN R - 21BCE7706
2. RAMITH YADAV S - 21BCE7731
3. PELLURU PAVAN KUMAR REDDY - 21BCE7118
4. K.SAI AKHIL – 21BCE7353
5. DUMPA DEVA HARSHA – 21BCE8911

1.Introduction:

1.1 Purpose:

This project focuses on developing an E-Post office application which provides services like Stamps, Postcards, Telegram, and fixed deposit and has services like courier etc.Under this website many services can be ordered, that are also available in a normal branch. Private customer and business customers can order the selected services of the postal service online quickly and comfortably. Besides this, the e-Services offer new flexibility through e-Packet, the pick up order for packages over the Internet.The customers can register themselves and can avail the service on there own.

1.2 Scope:

The electronic post office, also known as ePostOffice, covers a wide range of postal service-related matters. ePostOffice increases the scope of conventional post office services in the following important areas:

• Convenience: ePostOffice provides users with the convenience of accessing postal services online from anywhere, at any time. This eliminates the need to visit a physical post office, stand in queues, or fill out paper forms.

• Digital Transactions: With ePostOffice, users can conduct digital transactions for various postal services such as sending messages, transferring money, paying premiums for postal life insurance, and managing savings schemes. This promotes a cashless and efficient system.

• Integration with E-commerce: As e-commerce continues to grow, ePostOffice plays a crucial role in facilitating the delivery of parcels and goods ordered online. It offers tracking, secure payment gateways, and other services that support the e-commerce ecosystem.

As technology advances and more people gain internet access, the scope of ePostOffice is likely to expand further. It will continue to bridge the gap between traditional postal services and the digital world, offering convenience, efficiency, and accessibility to users.

2.Overall Description:

2.1 Product Perspective

The ePostOffice software will be a web-based application that interacts with India Post's existing infrastructure, including the postal network, databases, and payment systems.

2.2 User Classes

The application will have different user classes, including individuals, businesses and postal staff. The users should have basic computer knowledge and internet access.

2.3 Operating Environment

The ePostOffice software will be developed as application accessible through standard devises. It should be compatible with common all operating systems.

2.4 User Documentation

User documentation, including user guides and online help, will be provided to assist users in navigating the system and utilizing its features.

3. Specific Requirements

3.1 Functional Requirements

3.1.1 User Registration

- The system shall provide a user registration process, allowing users to create an account with their personal information.

- Users will be required to verify their email address and set a secure password.

3.1.2 Electronic Messaging (E-Post)

- Users should be able to compose electronic messages and attach documents or scanned images.

- The system should allow users to specify the recipient's postal address and submit the message for delivery.

- Recipients will be generated there only for the post.

3.1.3 Money Transfer

- The system shall provide instant money transfer services within India (iMO) and electronic money orders (eMO).

- Users should be able to initiate money transfers online, specifying the recipient's details and the amount.

- The system should generate a unique transaction ID and provide a receipt for the sender.

- Recipients should be able to collect the funds from their local post office by presenting appropriate identification.

3.1.4 Tracking

- The system shall offer online tracking services for registered and insured postal articles.

- Users should be able to enter the tracking number and receive real-time updates on the status and location of their shipments.

3.1.5 Admin

- Admin will manage the entire application.

- Create, update, and delete user accounts.

- Handle user authentication and password management.

- Manage user roles and permissions within the application.

3.2 Non-Functional Requirements

3.2.1 Security

- The system should employ secure protocols (e.g., SSL/TLS) to encrypt data during transmission.

- User authentication and authorization mechanisms should be implemented to protect user accounts and sensitive information.

3.2.2 Performance

- The system should be able to handle a large number of concurrent users and provide a responsive user interface.

- Response times for common operations should be within acceptable limits.

3.2.3 Reliability

- The system should have backup and recovery mechanisms in place to ensure data integrity and minimize downtime.

- Measures should be taken to prevent data loss and maintain system availability.

3.2.4 Usability

- The user interface should be intuitive, user-friendly, and accessible to users with varying levels of computer literacy.

- Proper error handling and informative error messages should be implemented to assist users in resolving issues..