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CERTIFICATE

This is to Certify that the dissertation entitled "Courier Management Service" is Submitted by Affan Siddiqui Student1425911, Muhammad Waqas Ali Student 1421181, Muhammad Hamza Student1425340, Fazal Subhan Student1425304, in Their partial Fulfilment of the requirement of the award of the Aptech Computer Certified

ACKNOWLEDGEMENT

The success and final outcome of this project required a lot of guidance and assistance from many people and I am extremely privileged to have got this allalong the completion of my project. All that I have done is only due to suchsupervision and assistance and I would not forget to thank them.

IrespectandthankAptechforprovidingmeanopportunitytodotheprojec tworkin ACE and giving us all support and guidance, which made me complete

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lowemydeepgratitudetoourprojectguideSir

Ebad-

Uddin, who tookkeen interest on our project work and guided us all along, till the completion of our project work by providing all the necessary information for developing a good system.

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ABSTRACT

This project is aimed at developing a Courier Management Services for thefacilities in the campus. This is an Intranet based application that can be accessed throughout the campus. This system can be used to automate the workflow of service requests for the various facilities in the campus. This is an integrated system that covers different kinds of facilities like Courier Send & Delivered in different Cities and agent add in this website. Registered users (will be able to login are quest for service for any of the supported facilities.

These requests will be sent to the concerned people, who are also valid users of thesystem, to get them resolved. There are features like email notifications/reminders, addition of anewfacilitytothesystem, reportgenerators etc

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CHAPTER # 01 PROJECT SYNOPSIS
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INTRODUCTION:

Courier management services play a pivotal role in the global economy, facilitating the seamless flow of goods and documents across various industries. To meet the growing demand for efficient and reliable courier services, companies have been increasingly turning to technology-driven solutions. This synopsis outlines the key components of a comprehensive courier management service system designed to enhance efficiency, transparency, and customer satisfaction.

I. PROBLEM STATEMENT:

Courier management services face several challenges, including but not limited to Inefficient Operations: Manual processes, lack of automation, and reliance on paper-based documentation lead to operational inefficiencies.

Tracking and Visibility: Customers demand real-time tracking and visibility of their shipments.

Data Security: Confidential and sensitive information often travels through courier networks, necessitating robust security measures.

Competitive Pressure: The industry is highly competitive, driving the need for differentiation and cost-effectiveness.

II. OBJECTIVES:

Automate Operations: Implement technology-driven solutions to streamline the entire courier management process, from order placement to delivery.

Enhance Tracking and Visibility: Provide customers with real-time tracking and visibility, ensuring they can monitor their shipments at every stage.

Strengthen Security Measures: Implement stringent security protocols and measures to safeguard data and goods in transit.

Improve Customer Satisfaction: Focus on providing a user-friendly interface, responsive customer support, and on-time delivery to enhance customer satisfaction.

Achieve Cost-Efficiency: Implement cost-effective practices and optimize routes to reduce operational costs.

III. PROPOSED SOLUTION:

Cloud-Based Courier Management System: Develop a cloud-based platform that allows courier companies to manage orders, shipments, and logistics in real-time, improving efficiency and scalability.

Tracking and Reporting: Incorporate GPS technology and mobile apps for customers to track shipments and generate detailed reports, providing full transparency.

Data Encryption and Cybersecurity: Implement encryption techniques and cybersecurity measures to protect sensitive information during transit.

Customer-Centric Features: Create a user-friendly interface and customer portal for order placement, tracking, and support inquiries.

Route Optimization: Employ advanced algorithms and data analytics to optimize routes and reduce fuel consumption, leading to cost savings.

IV. BENEFITS:

Increased Efficiency: Automation reduces manual errors, speeds up processes, and lowers operational costs.

Enhanced Customer Experience: Real-time tracking, responsive customer support, and secure data handling build trust and loyalty.

Data Security: Advanced encryption and cybersecurity measures protect sensitive data and goods.

Competitive Edge: Implementing cutting-edge technology and costeffective practices ensures a competitive advantage in the market.

V. CONCLUSION:

The proposed comprehensive courier management service system is designed to revolutionize the courier industry, addressing its operational challenges and customer expectations. By leveraging technology and focusing on efficiency, transparency, and security, companies can enhance their services and remain competitive in the dynamic world of courier management. This solution presents an opportunity to deliver value to both businesses and customers, fostering growth and sustainability in the industry

CHAPTER # 02 PROJECT ANALAYSIS

INTRODUCTION:

Courier management services are an essential component of modern supply chains, facilitating the efficient transportation of goods and documents from one location to another. In recent years, the industry has seen significant technological advancements, changing the way courier companies operate and interact with customers. This analysis delves into the key aspects of courier management services, examining industry trends, challenges, and opportunities.

I. INDUSTRY OVERVIEW:

- 1. Growth: The courier management services industry has experienced consistent growth, driven by increasing e-commerce activities, globalization, and the demand for faster, more reliable delivery options.
- 2. Market Segmentation: The industry comprises various segments, including international, domestic, express, and last-mile delivery services, each with distinct requirements and competitive dynamics.
- 3. Key Players: Major industry players include DHL, FedEx, UPS, and national postal services, as well as emerging tech-driven companies such as Amazon Logistics and on-demand delivery startups.

II. TECHNOLOGICAL ADVANCEMENTS:

- 1. Automation: Automation and robotics have revolutionized operations, enabling companies to handle large volumes of packages more efficiently. Automation includes sorting, labeling, and tracking packages.
- 2. IoT and GPS: Internet of Things (IoT) and GPS technologies allow real-time tracking and monitoring of shipments, offering customers transparency and peace of mind.
- 3. Artificial Intelligence (AI) and Machine Learning: AI and machine learning are used for route optimization, demand forecasting, and customer service automation.

4. Mobile Apps: Mobile applications have become the primary interface for customers to place orders, track shipments, and communicate with courier services.

III. CHALLENGES:

- 1. Security Concerns: Safeguarding sensitive data and valuable goods during transit remains a critical challenge, with increasing risks of theft and cyber-attacks.
- 2. Customer Expectations: Consumers now demand faster, more convenient and cost-effective courier services, pushing companies to meet these expectations.
- 3. Last-Mile Delivery: The last-mile delivery segment is often the most expensive and challenging part of the supply chain due to urban congestion and the need for quick deliveries.
- 4. Competition: Fierce competition, especially in the e-commerce sector, drives price wars and pressures courier companies to differentiate their services.

IV. OPPORTUNITIES:

- 1. Sustainability: The courier industry is increasingly embracing ecofriendly practices and electric vehicles to reduce its environmental impact, presenting an opportunity for differentiation.
- 2. E-commerce Partnerships: Collaborations with e-commerce giants and marketplaces can provide a steady stream of business and growth.
- 3. Value-Added Services: Offering additional services such as warehousing, packaging, and returns management can create new revenue streams.
- 4. Emerging Markets: Expanding into emerging markets with growing middle-class populations can open up new business opportunities.

V. CONCLUSION:

Courier management services have evolved significantly due to technological advancements, changes in consumer behavior, and the increasing demand for efficient logistics solutions. The industry faces challenges in maintaining security, meeting customer expectations, and managing last-mile delivery, but it also presents opportunities for sustainability, partnerships, value-added services, and expansion. As the world continues to rely on the swift and reliable movement of goods, courier management services will remain a vital part of the global supply chain, with room for innovation and growth. To thrive in this dynamic landscape, companies must adapt, invest in technology, and provide exceptional customer experiences.

CHAPTER #3

PROJECT DESIGN

- DFD's
- FLOW CHARTS
- DATABASE DESIGN /STRUCTURE

Designing an efficient and effective courier management service system requires careful consideration of various components and technologies to meet the needs of the industry. Below is a design framework for a comprehensive courier management system:

1. SYSTEM ARCHITECTURE:

Cloud-Based Infrastructure:Utilize cloud computing to ensure scalability, accessibility, and data redundancy. This enables easy access to information from anywhere and facilitates system expansion as the business grows.

Microservices: Implement a microservices architecture for modularity and flexibility. Different modules can handle order management, tracking, payment, and reporting.

2. USER INTERFACES:

Customer Portal: Develop a user-friendly customer portal accessible via web and mobile apps. Allow customers to place orders, track shipments, and access invoices.

Admin Dashboard: Create a centralized dashboard for administrators and dispatchers to manage operations, track deliveries, and handle exceptions.

3. KEY FEATURES:

Order Management: Implement a seamless order management system that allows customers to schedule pickups, choose delivery options, and customize services.

Real-time Tracking: Utilize GPS technology to offer real-time tracking and visibility of shipments for customers, drivers, and administrators.

Automated Routing: Incorporate route optimization algorithms to minimize delivery times and reduce fuel consumption, leading to cost savings.

Inventory Management: Integrate inventory management for tracking package availability, ensuring timely dispatch, and reducing errors.

Payment Integration: Enable online payment options and invoicing to streamline financial transactions.

4. SECURITY MEASURES:

Data Encryption: Encrypt sensitive information during transmission and storage to safeguard against data breaches.

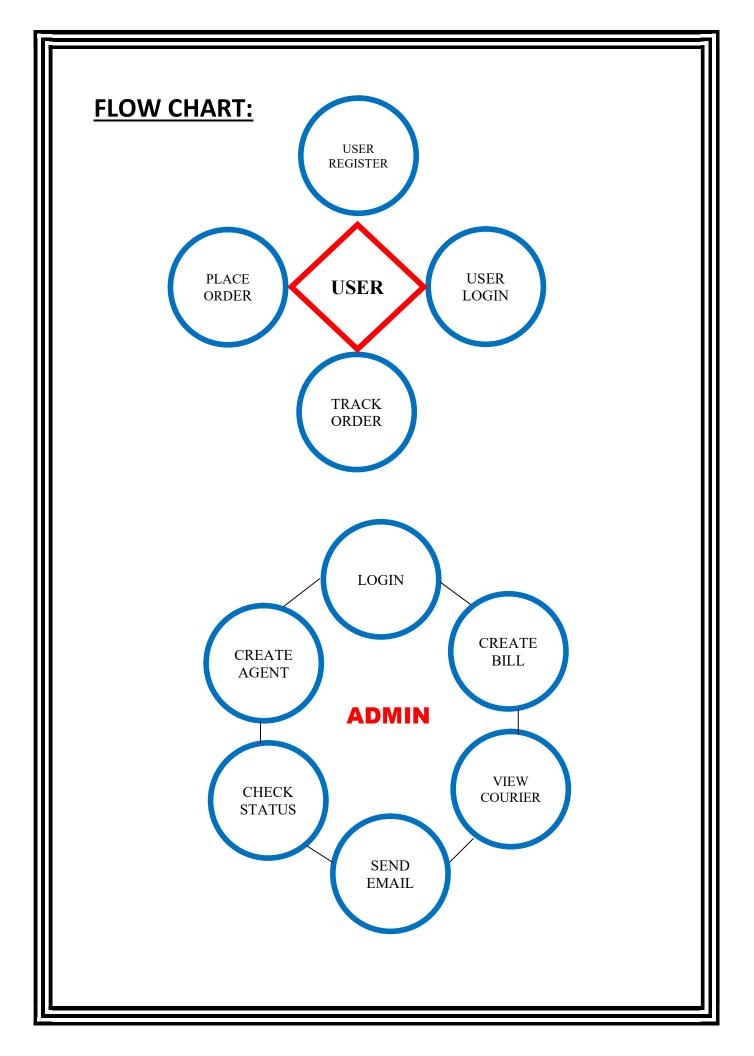
Authentication and Authorization: Implement strong authentication mechanisms to ensure only authorized personnel can access the system.

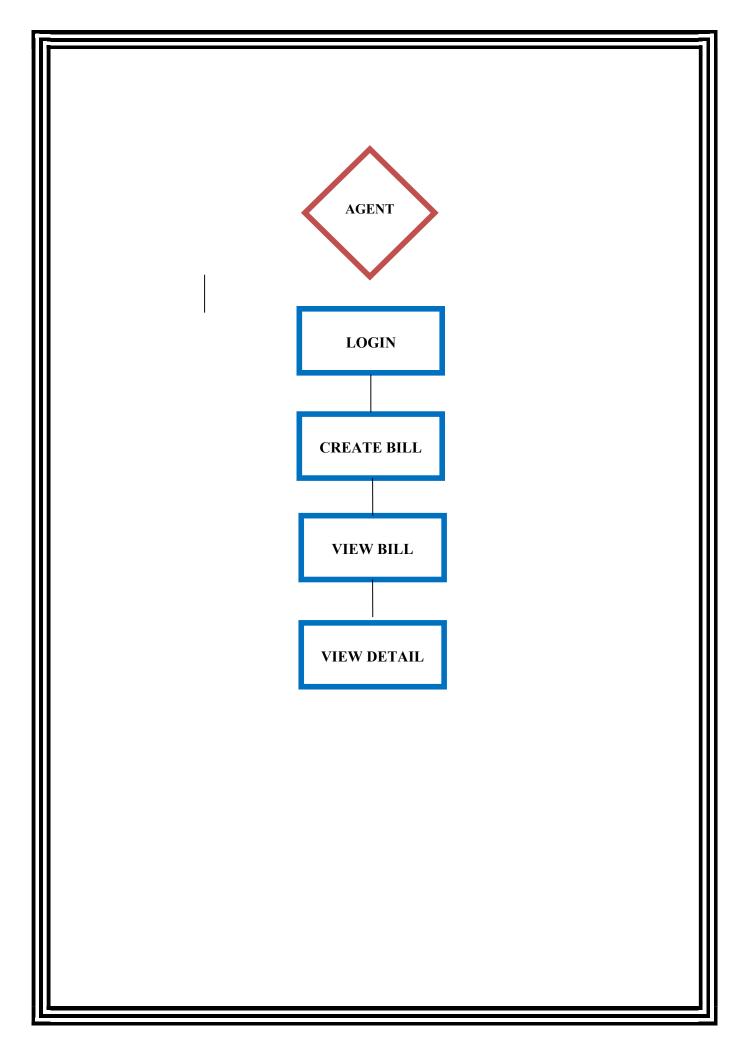
Cybersecurity: Regularly update and monitor the system for vulnerabilities and security breaches.

5. REPORTING AND ANALYTICS:

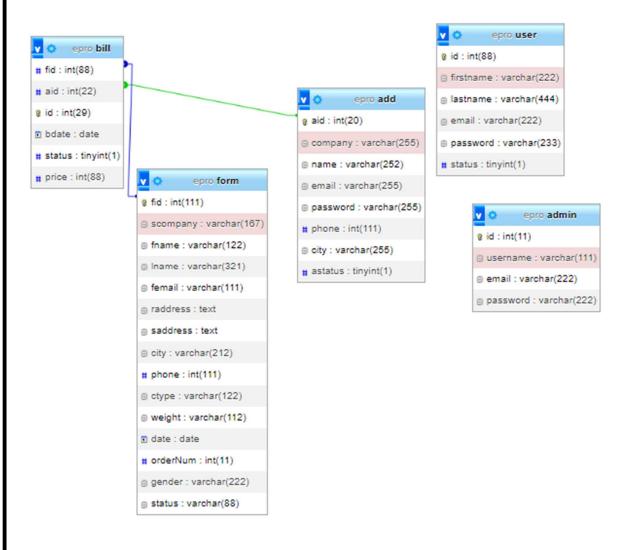
Data Analytics: Utilize data analytics to generate insights on operational efficiency, customer behavior, and market trends.

Custom Reports: Provide customizable reporting tools for customers and administrators to access detailed information on their shipments.

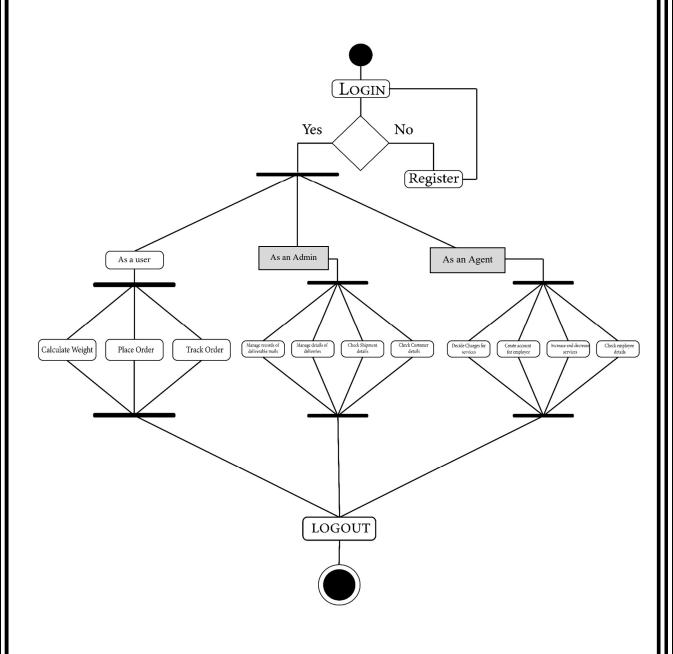




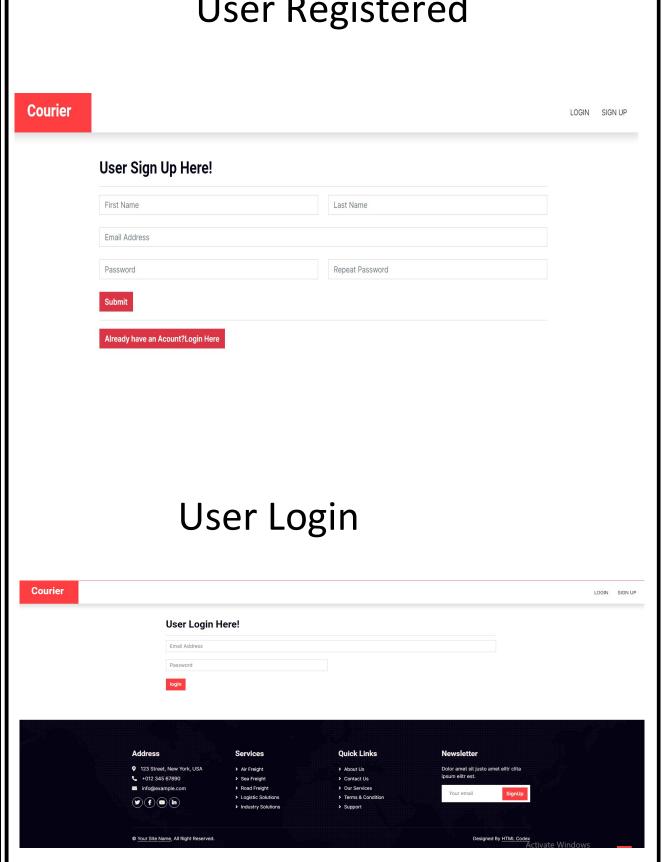
DATABASE DESIGN / STRUCTURE



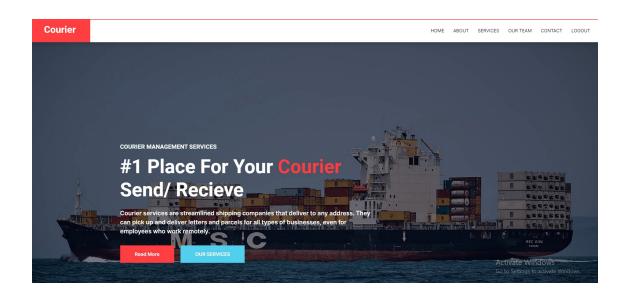
DFD'S



User Registered



User Home



User Service

Track Your Shipment

Tracking Email Track Shipn

OUR SERVICES

Explore Our Services



TCS Courier Service

In 1983, with twelve Express Centres and twenty-five shipments is where it started for TCS. Now with a network of more than 1,000 retail centres in the country, serving customers 24-hours a day, Express operation is the bedrock of TCS products and services. Five different classes of TCS Express Centres, including COCO, Franchised, Shop-in-Shop, Agents and IBRS, serve as a one-stop-shop for our customers.





Leopard Courier Service

portfolio of services ranging from domestic & international package delivery, warehousing, distribution, transportation, eCommerce, eFuffilment to complete supply chain solutions Leopards Courier Services has been in business for a number of years and has established a name in the industry as a supplier of trustworthy and effective leopards courier services.

Price 90



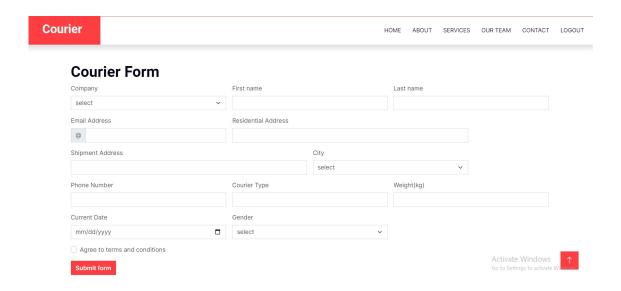
Trax Courier service

TRAX offers the most agile last-mile delivery services along with reliable inventory management solutions across a wide network of over 450+ destinations in Pakistan, with the ease and promise of the fastest transfer of funds along with safe and secure delivery across Pakistan and around the world. The delivery process may take 2-5 days, depending on the weight, origin, and the destination of your shipment.

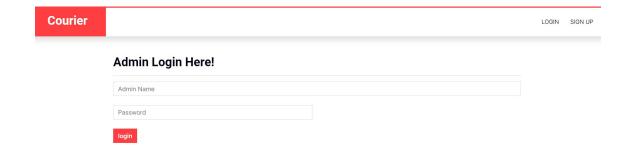
Price 700pkr



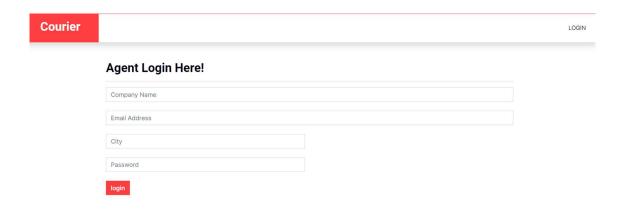
User Form



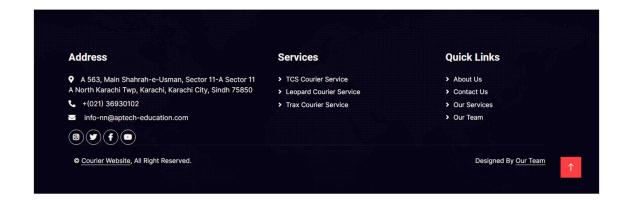
Admin Login



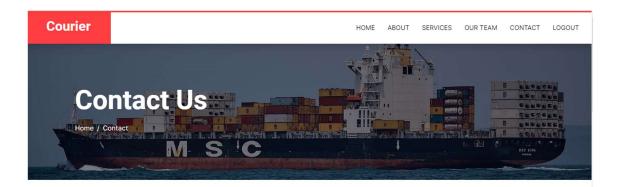
Agent Login



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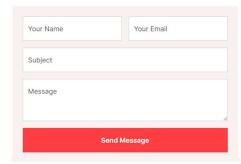
Contact Us

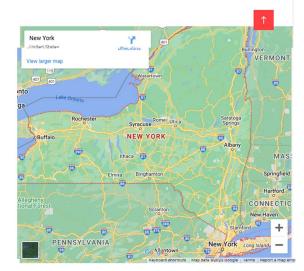


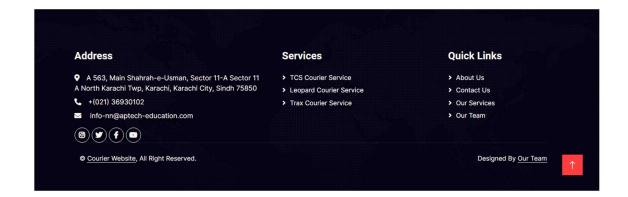
GET IN TOUCH

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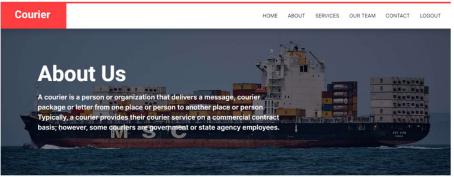
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About Us





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Quick Transport and Logistics Solutions

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Global Coverage

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On Time Delivery

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SOME FACT

#1 Place To Manage All Of Your Shipments

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OUR FEATURES

We Are Trusted Courier Company Since 1990



Service

TRAX offers the most agile last-mile delivery services along with reliable inventory management solutions across a wide network of over 450+ destinations in Pakistan, with the ease and promise of the fastest transfer of funds along with safe and secure delivery across Pakistan and around the world.



On Time Delivery

TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile²² delivery model, recognized as a benchmark of excellence in software development.



24/7 Telephone Support

OVERNICUT I concede Courier Corvince provides voi



Admin Dashboard

