



NGEE ANN
POLYTECHNIC

School of InfoComm Technology

Web Application Development

Diploma in IT

April 2023 Semester

Team cum Individual Assignment

(30% of WEB Module)

8th May 2023 – 19th May 2023

Deadline for Checkpoint 1 Submission:

21st May 2023 (Sunday), 11:59 PM

| | | | | |
|----------------|---|--------------------|-------------|----------------------|
| Tutorial Group | : | IT02 | | |
| Team Number | : | 7 | | |
| Tutor | : | Mr Andy Ng | | |
| Members | : | Assignment Package | Student No. | Student Name |
| | | 1 | S10244263E | Beh Jueen Hao Kelvin |
| | | 2 | S10241960H | Ong Yi |
| | | 3 | S10244655D | Koo Bing En |
| | | 4 | - | - |
| | | | | |

Penalty for late submission:

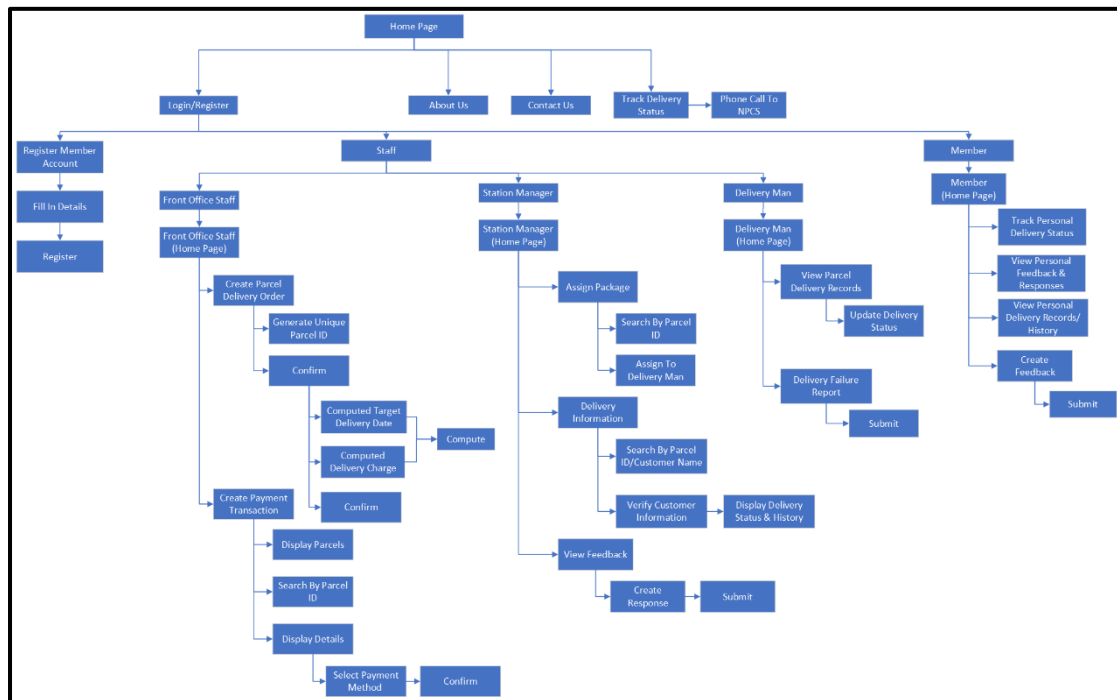
10% of the marks will be deducted every day after the deadline.

NO submission will be accepted after **28th May 2023, 11:59 PM.**

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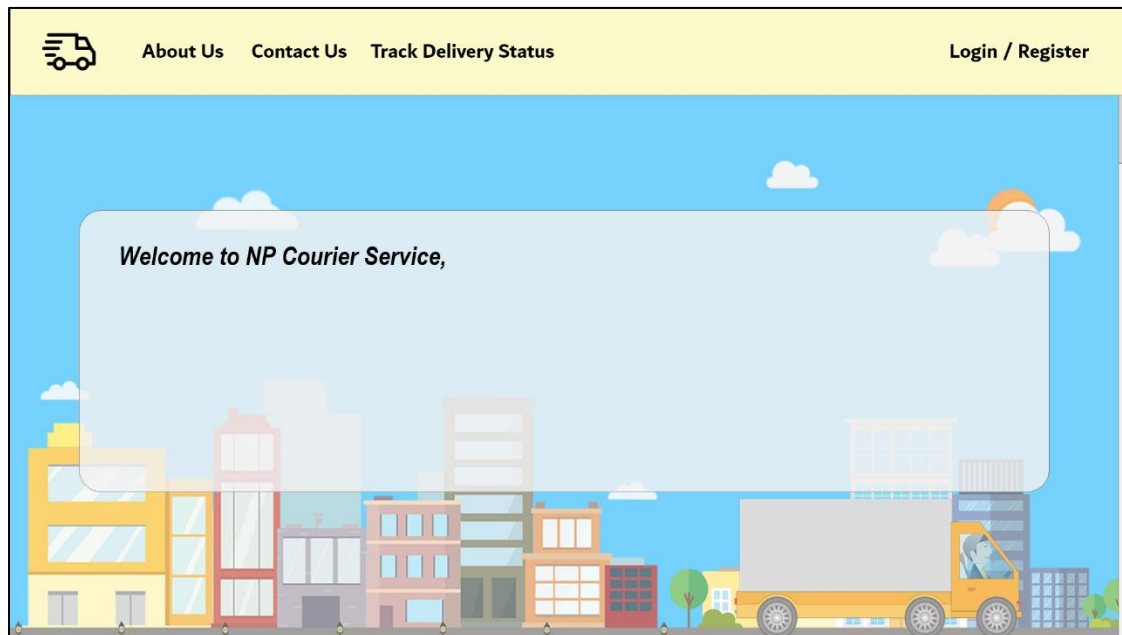
1. Site Map of NP Courier Service (NPCS)



2. Screenshot/Storyboard of NPCS

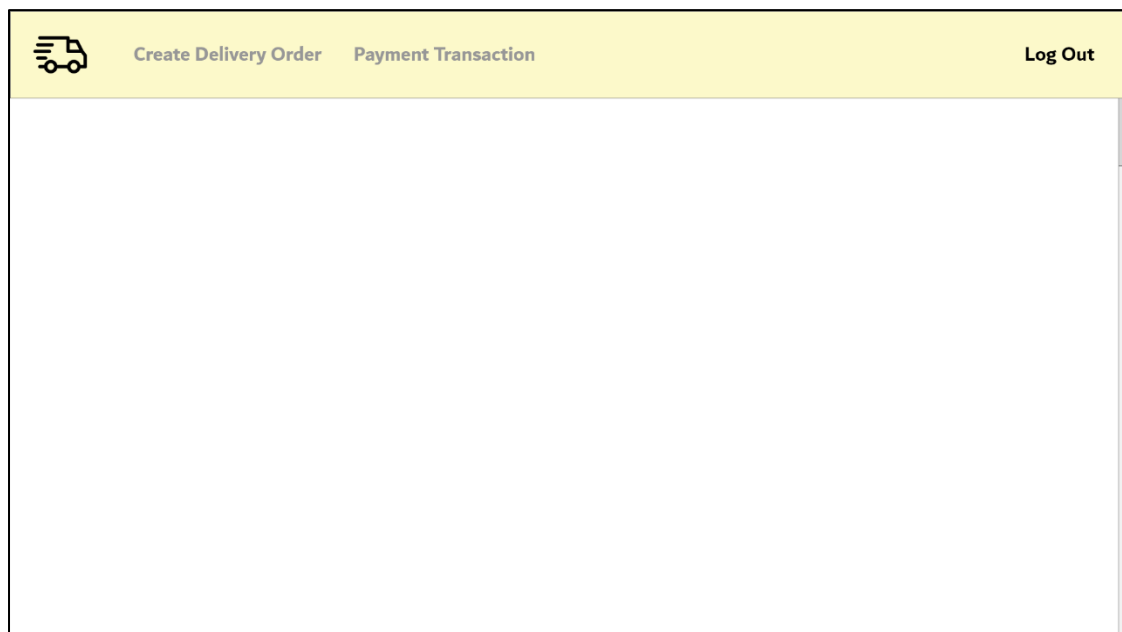
2.1. Master Pages

2.1.1. Master Page – Home Page




Master Page contains the navigation bar of common pages as well as a login or register hyperlink for users.

2.1.2. Master Page – Front Office Staff (Home Page)



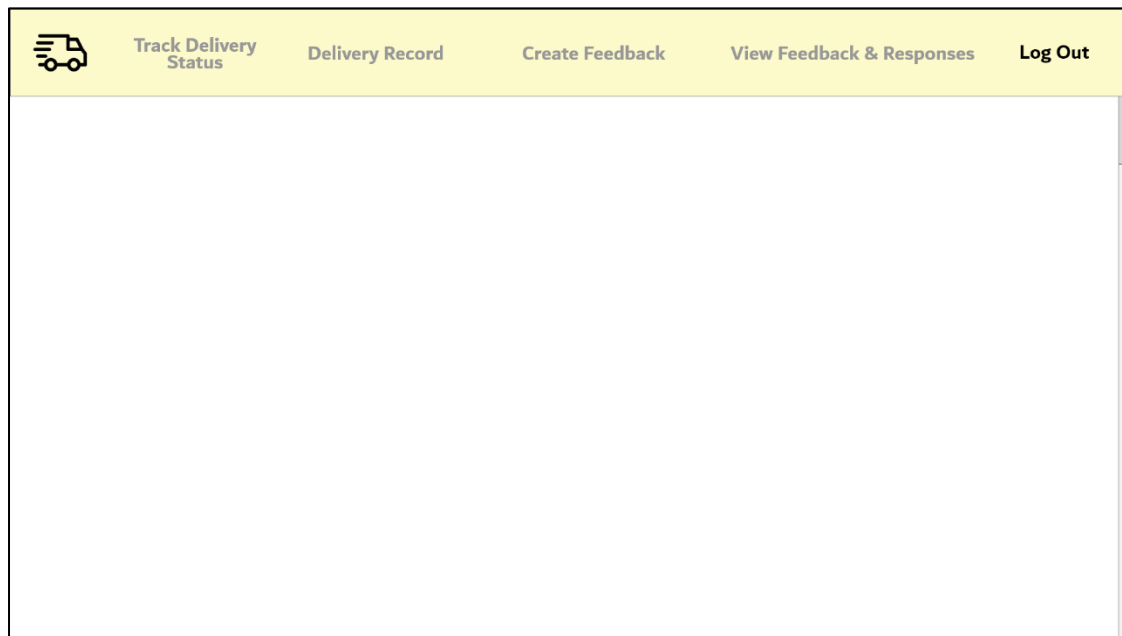
2.1.3. Master Page – Station Manager (Home Page)

|  | Assign Package | Delivery Information | View Feedback | Log Out |
|---|--------------------------------|--------------------------------------|-------------------------------|-------------------------|
| | | | | |

2.1.4. Master Page – Delivery Man (Home Page)

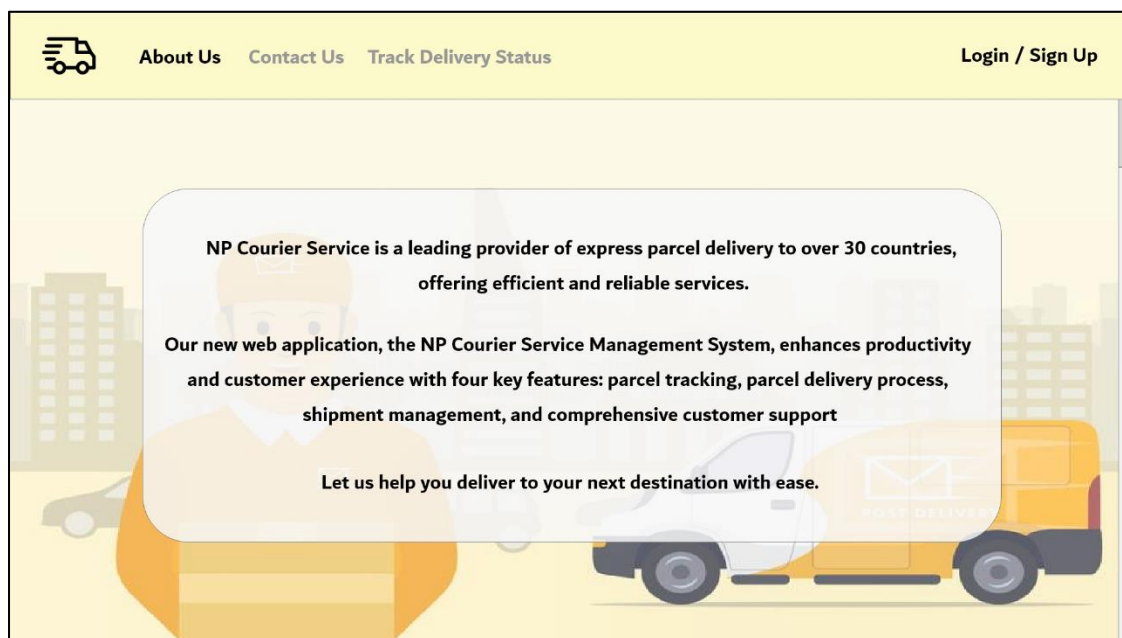
|  | View Delivery Records | Delivery Failure Report | Log Out |
|---|---------------------------------------|---|-------------------------|
| | | | |

2.1.5. Master Page – Member (Home Page)



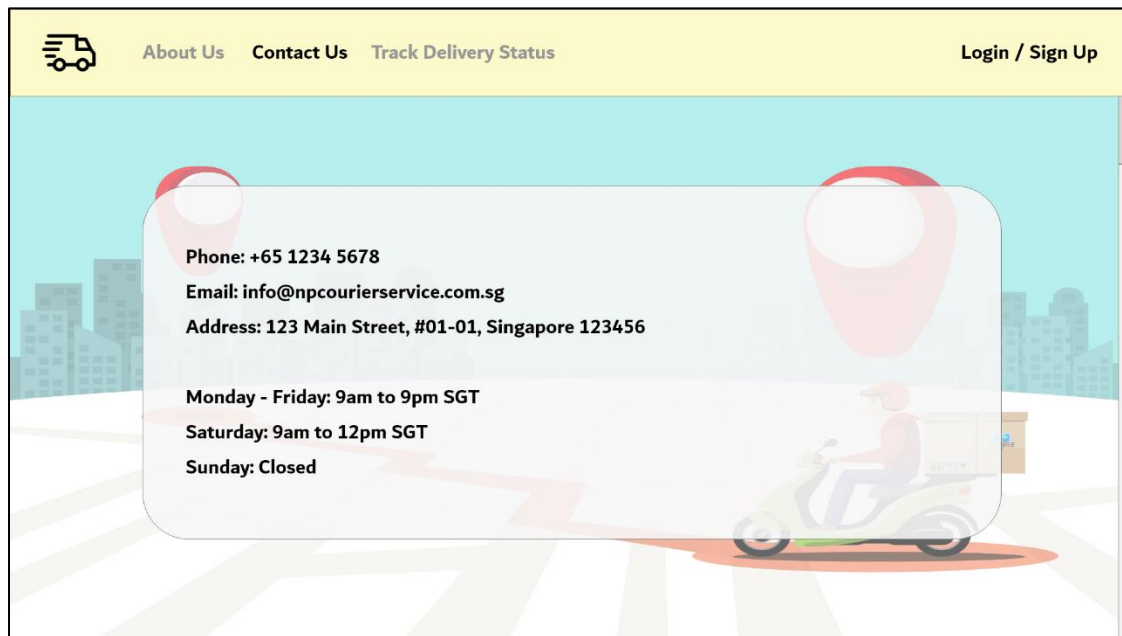
2.2. Common Pages

2.2.1. About Us Page



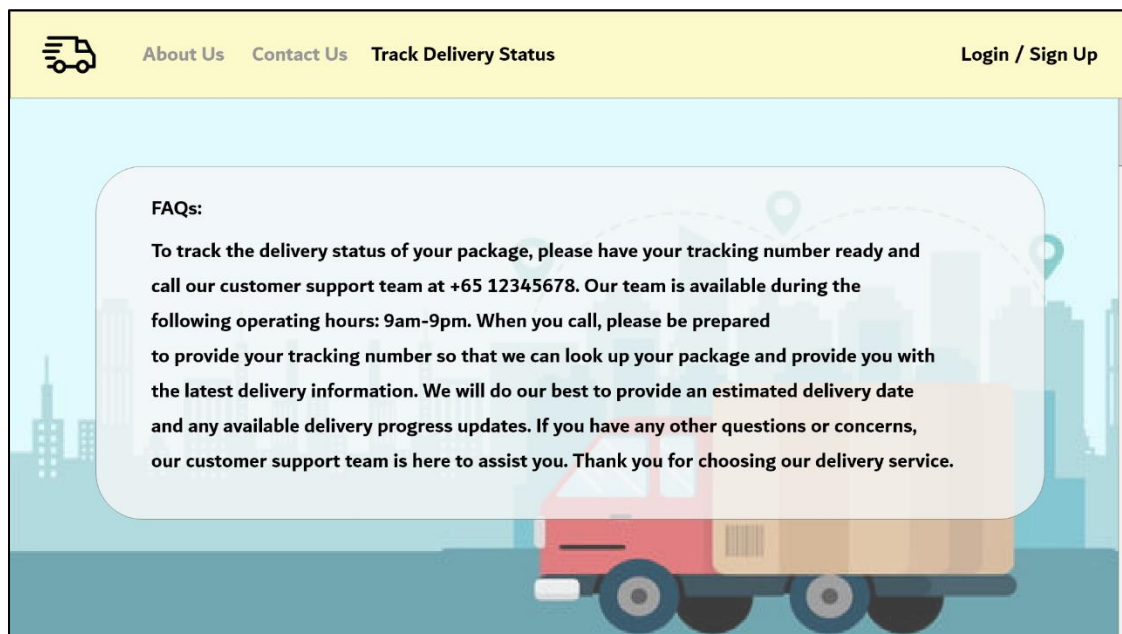
The "About Us" page provides an overview of NP Courier Service and its offerings. It showcases NPC's vision and mission, emphasizing the commitment to provide efficient and reliable express parcel delivery services to over 30 countries. This page also highlights the latest web application, the NP Courier Service Management System.

2.2.2. Contact Us Page



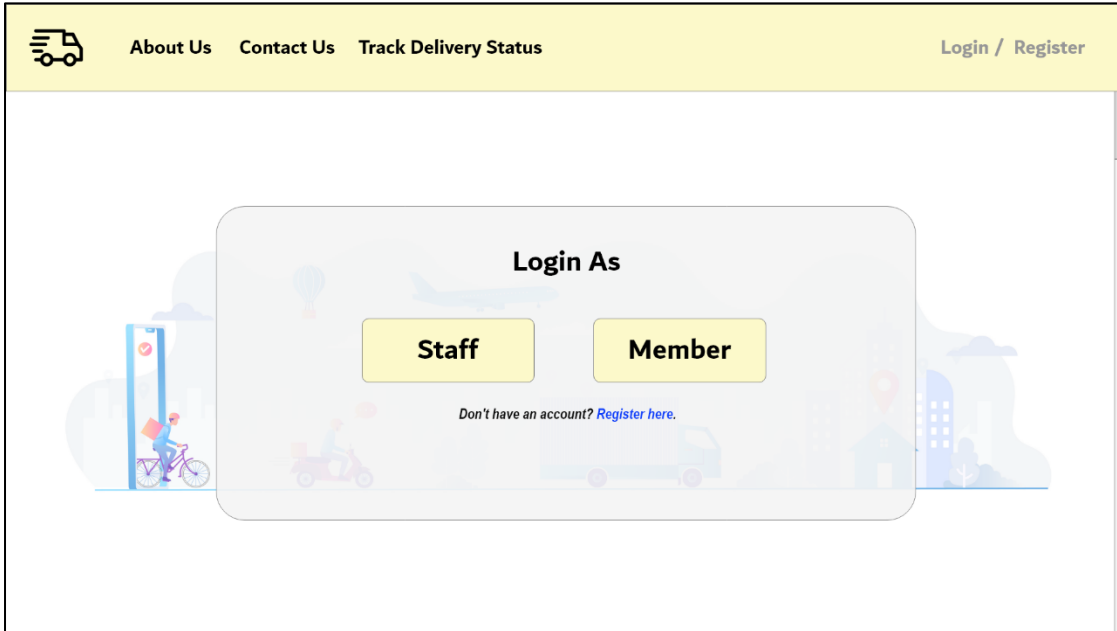
The "Contact Us" page includes essential contact information such as the phone number, email address, and physical address of NP Courier Service. Customers can choose their preferred method of communication based on their needs and convenience. Additionally, the operating hours mentioned on the page inform customers about the specific times when they can expect a response or visit the company's premises. This ensures that customers are aware of the available support and can plan their communication accordingly.

2.2.3. Track Delivery Status Page



The "Track Delivery Status" page is designed to assist non-members in tracking the status of their packages. It provides a simple and convenient way to access the necessary information and receive updates on the delivery process by calling the NP Courier Service customer support team during the operating hours mentioned.

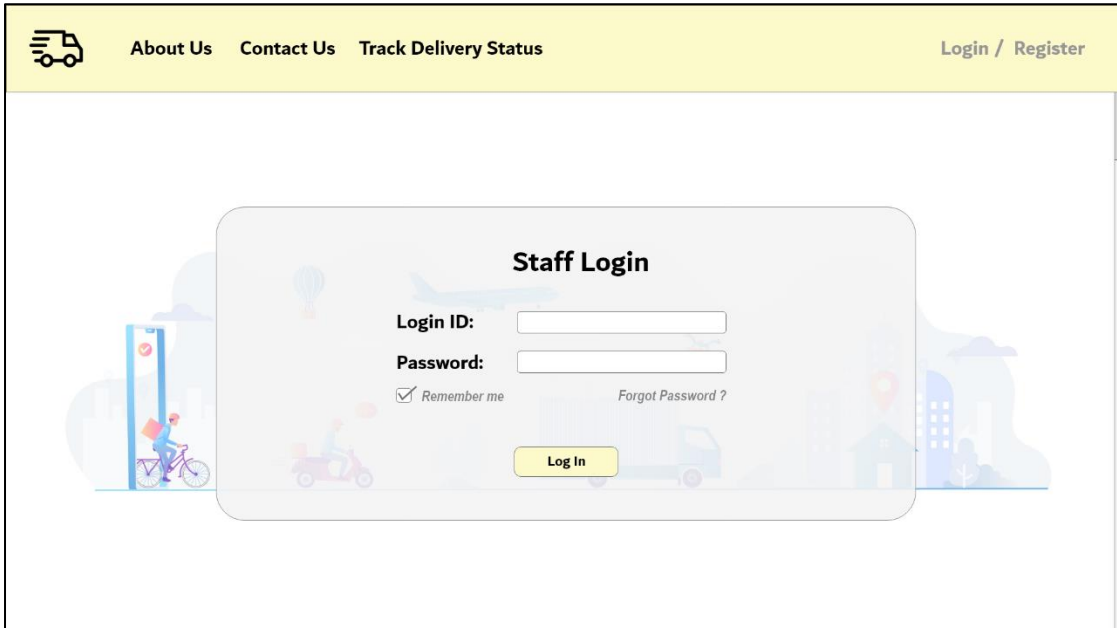
2.2.4. Login/Register Page



The screenshot shows the Login/Register page of the NP Courier Service. The page has a yellow header bar with a truck icon, navigation links (About Us, Contact Us, Track Delivery Status), and a 'Login / Register' link. The main content area features a large, light gray rounded rectangle with a background illustration of a city and delivery vehicles. Inside this rectangle, the title 'Login As' is centered. Below the title are two yellow buttons: 'Staff' and 'Member'. A link 'Don't have an account? Register here.' is positioned below the buttons.

This page allows users to choose to either log in as staff of NP Courier Service or a registered member. If one is a staff, he/she would need to click on the “Staff” button and would be redirected to “Staff Login” page. On the other hand, if one is a registered member, he/she would need to click on the “Member” button and would be redirected to “Member Login Page”. Lastly for customers, they can also register to become members by clicking the “Register here” hyperlink which would lead to the “Member Registration” page.

2.2.5. Staff Login Page



The screenshot shows the Staff Login page. It has the same yellow header bar as the previous page. The main content area features a large, light gray rounded rectangle with a background illustration of a city and delivery vehicles. Inside this rectangle, the title 'Staff Login' is centered. Below the title are two input fields: 'Login ID:' and 'Password:'. Below the 'Login ID:' field is a checkbox labeled 'Remember me'. To the right of the 'Password:' field is a link 'Forgot Password?'. A yellow 'Log In' button is positioned below the input fields.

After the user has chosen to log in as a staff, he/she will be redirected to the “Staff Login” page. User can log in as a staff by filling in the correct credentials of Login ID and Password else and error message, “Credentials not found. Please try again!”, will be shown.

2.2.6. Member Login Page

After the user has chosen to log in as a member, he/she will be redirected to the “Member Login” page. User can log in as a member by filling in the correct credentials of Email Address and Password else and error message, “Credentials not found. Please try again!”, will be shown.

2.2.7. Member Registration Page

After the user has chosen to register as a member, he/she will be redirected to the “Member Registration” page. For successful registration, user must fill in all inputs, email address should not be taken (unique) and password should match the confirm password else and error message would be shown if the “Sign Up” button is pressed.

2.3. Parcel Receiving Package (Beh Jueen Hao Kelvin S10244263E)

2.3.1. Common Page – Login

After clicking the "Staff" button on the "Login/Register" page, users will be redirected to this page where they must enter their login credentials to access the front office staff homepage. The credentials will be verified against the "Login ID" and "Password" stored in the database's "Staff" table. Incorrect credentials will display an error message, "Credentials not found. Please try again!" Upon successful entry, front office staffs can access the functions available on the homepage.

2.3.2. Front Office Staff – Create Delivery Record

This page allows front office staff to create parcel delivery records. Staff members enter the sender's name, telephone number, parcel weight, origin city, origin country, receiver's name, receiver's telephone number, item description, and delivery address (including street, destination city, and county). All inputs, except item description, are mandatory. If any inputs are missing, an error message

will appear: "Please enter all necessary inputs.", will occur when clicking the buttons. Clicking the "Generate ID" generates a unique parcel ID when all necessary inputs are filled. Clicking "Confirm" redirects the staff to the "Compute Target Delivery Date & Delivery Charge" page if all necessary inputs are filled. Validation for parcel weight as a number will also be included.

2.3.2.1. Front Office Staff – Compute Target Delivery Date & Delivery Charge

Return

Target Delivery Date

Target Delivery Date : Compute

Delivery Charge \$

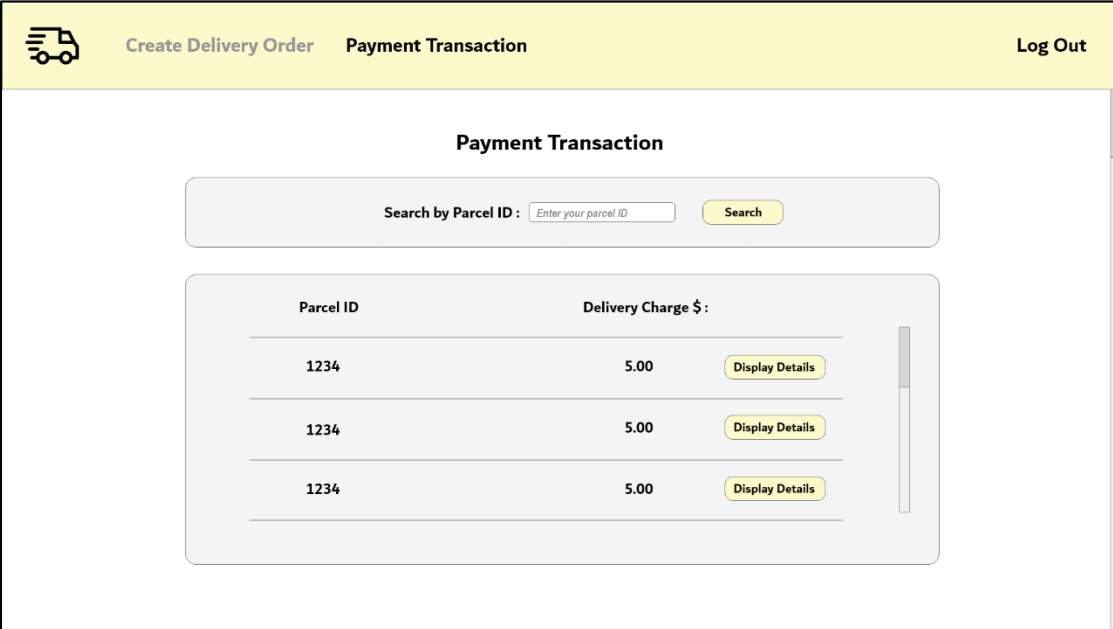
| | |
|--|---|
| Parcel Weight: 0.2 kg | Delivery Charge \$ (Raw) : $(8.35 \times 0.2) = S\$1.67$ |
| From City and Country : Singapore, Singapore | Delivery Charge \$ (Rounded) : S\$2.00 |
| To City and Country : Hong Kong, China | Delivery Charge \$ (Final) : S\$5.00 |
| Shipping Rate: S\$8.35/kg | <small>(Note: Minimum delivery charge is S\$5.00)</small> |

Compute

Confirm

This page allows front office staff to compute the target delivery date and delivery charge. Front office staffs are redirected to this page after clicking the "Confirm" button on the "Create Delivery Record" page with validated inputs. The target delivery date is calculated using transit time from the "Shipping Rate" table in the database. The calculated date is presented in "dd/MMM/yyyy" format upon clicking the compute button for the target delivery date table. The delivery charge is determined by the parcel weight and shipping rate. Parcel weight is obtained from the input on the "Create Delivery Record" page, and the shipping rate is retrieved from the "Shipping Rate" table. Pressing the "Compute" button for the delivery charge table displays the raw, rounded, and final delivery charges. To proceed, staff members must click the "Confirm" button after both the target delivery charge and delivery charge are computed; otherwise, an error message appears: "Please ensure everything is computed." (Note: Minimum Delivery Charge is S\$5.00 and rounded to the nearest dollar).

2.3.3. Front Office Staff – Create Payment Transaction



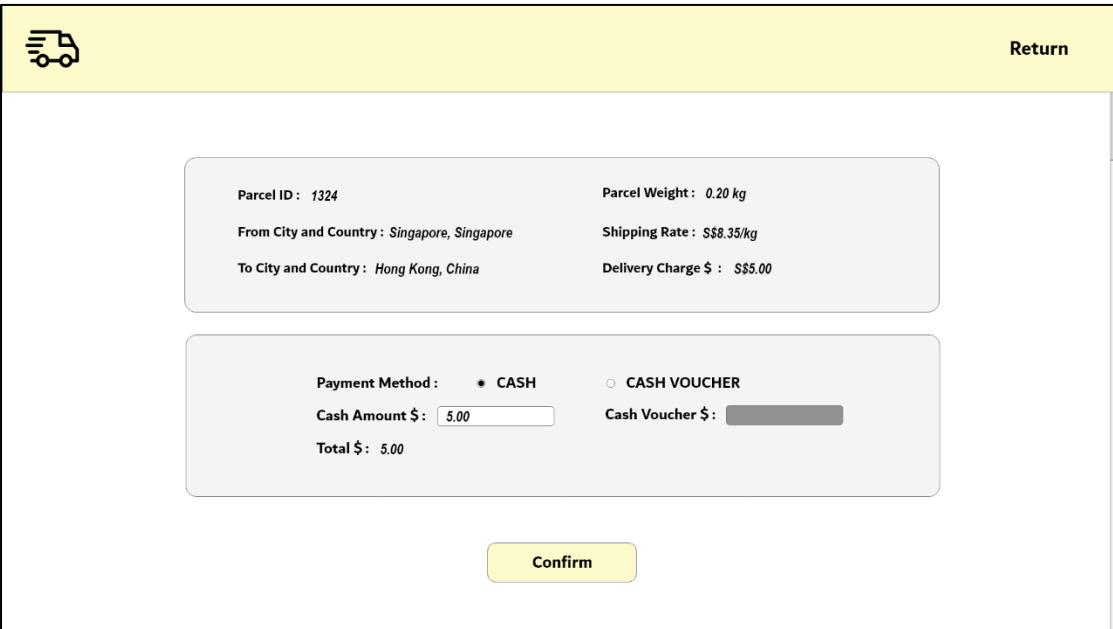
Payment Transaction

Search by Parcel ID :

| Parcel ID | Delivery Charge \$: | |
|-----------|---------------------|--|
| 1234 | 5.00 | <input type="button" value="Display Details"/> |
| 1234 | 5.00 | <input type="button" value="Display Details"/> |
| 1234 | 5.00 | <input type="button" value="Display Details"/> |

This page displays parcels that require payment or transaction for front office staff. The table initially shows all unpaid parcels. Staff members can search for a specific parcel by its ID, and the table will display the corresponding parcel ID and delivery charge, if applicable. To select a parcel for transaction, the staff clicks the "Display Details" button, which leads to the next page (shown below).

2.3.3.1. Front Office Staff – Select Payment Method & Enter Transaction Amount



Parcel ID : 1324 **Parcel Weight : 0.20 kg**

From City and Country : Singapore, Singapore **Shipping Rate : \$8.35/kg**

To City and Country : Hong Kong, China **Delivery Charge \$: \$5.00**

Payment Method : ☒ CASH ☐ CASH VOUCHER

Cash Amount \$: **Cash Voucher \$:**

Total \$: 5.00

On this page, front office staff select the payment method and enter the transaction amount for the selected parcel. Upon entering the page, the details of the chosen parcel are displayed, including the parcel ID, weight, origin city and country, shipping rate, destination city and country, and delivery charge. He/she can choose between cash, voucher, or both by selecting the corresponding radio buttons. If only the cash radio button is selected, the input for cash voucher will be darkened and cannot be inputted. This applies to all cases, so when the staff does not select any radio button both input boxes will be darkened. The "Total" field calculates the total transaction amount. Once the staff has completed the necessary inputs, they can click the "Confirm" button to complete the transaction. One

validation is that when the box is lightened (can input) the user must enter a number or else an error message, “Please check input(s).”, will be shown if the staff tries to click “Confirm”.

2.4. Parcel Delivery Package (Ong Yi S10241960H)

2.4.1. Station Manager – Assign Package

Assign Package

Search by Parcel ID :

| Parcel ID | Sender's Name | Receiver's Name. | |
|-----------|---------------|------------------|---------------------------------------|
| 1224 | Dominic lee | James Koo | <input type="button" value="Select"/> |
| 1214 | John Doe | Dominic Lee | <input type="button" value="Select"/> |
| 1134 | Games Koo | D longer | <input type="button" value="Select"/> |
| 4123 | Den Longer | Monk Chin | <input type="button" value="Select"/> |
| 1234 | John Doe | Fei Wei Da | <input type="button" value="Select"/> |

Assign Delivery Man

| Delivery Man ID | No. of Parcels Assigned | |
|-----------------|-------------------------|---------------------------------------|
| 1224 | 1 | <input type="button" value="Assign"/> |
| 1224 | 5 | <input type="button" value="Assign"/> |
| 1224 | 4 | <input type="button" value="Assign"/> |
| 1224 | 3 | <input type="button" value="Assign"/> |
| 1224 | 2 | <input type="button" value="Assign"/> |
| 1224 | 1 | <input type="button" value="Assign"/> |

This is the Assign Package webpage, where station managers can access via the navigation bar. By default, if the station manager did not key in anything in the “Search by Parcel ID”, the pending delivery table will display all the pending delivery parcels. If the station manager wants to search a specific parcel, he/she can just key in the Parcel ID in the search function, and the filtered results will be shown. On the right, there is the list of all the delivery man. The total number of assigned parcels with the status “Delivery to destination in progress” will be tallied and displayed beside each of the individual delivery men. If the selected delivery man already has 5 parcels with “Delivery to destination in progress”, and the station manager still selects “assign”, an error message will appear, and the delivery man parcel assignment will be unsuccessful. The list on the right to assign the parcel will only be shown after the staff selects a parcel.

2.4.2. Delivery Man – View Delivery Records

View Delivery Records **Delivery Failure Report** **Log Out**

Parcel Delivery Records :

| Parcel ID | Address | Target Delivery DateTime | Delivery Status |
|-----------|---------|--------------------------|---------------------------------------|
| | | | • Delivery to destination in progress |
| | | | • Delivery to destination in progress |
| | | | • Delivery to destination in progress |
| | | | • Delivery to destination in progress |
| | | | • Delivery to destination in progress |

Update Parcel :

Parcel ID :
 Delivery Status : ☐ Delivery Completed
 Description :

Delivery Man ID :
☐ Delivery to Airport in Progress
☐ Delivery Failed

This is the “View Delivery Records” page, where the delivery man can access through the navigation bar. This page will display all the parcels assigned to the logged in delivery man. Information of the assigned parcel are also displayed on the above table. When the delivery man made a successful delivery, he can use the update parcel function below. He/she can key in all the relevant details and choose one of the radio buttons, and by pressing on the ‘Update’ button, the system will update the specified parcel’s delivery status and description.

2.4.3. Delivery Man – Delivery Failure Report

View Delivery Records **Delivery Failure Report** **Log Out**

Delivery Failure Report

Parcel ID :
 Report ID :
 Delivery Man ID :

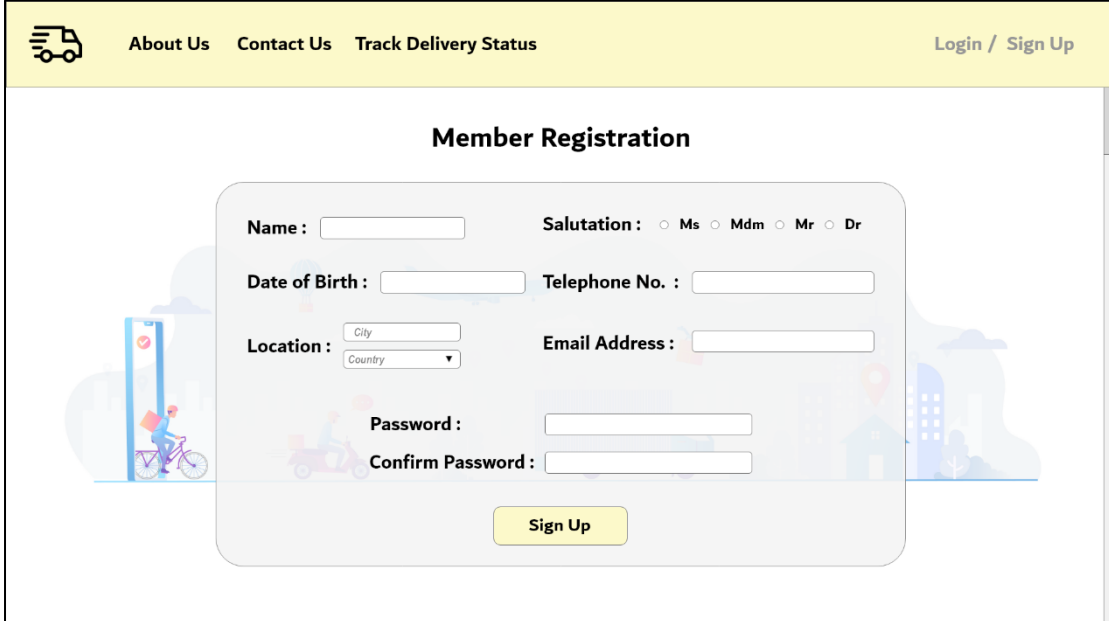
Failure Type : ☐ Receiver Not Found
☐ Wrong Delivery Address
☐ Parcel Damaged
☐ Other

Description :
 Follow Up Action :

This is the Delivery Failure Report page, which can also be access through the navigation bar. At this page, all created delivery failure reports will be displayed in the above table. If the delivery man has an unsuccessful delivery, he/she can key in the relevant information into the form below and by clicking on “Create”, the system will update the parcel’s delivery status. The newly created delivery failure report will appear in the table above.

2.5. Parcel Tracking Package (Koo Bing En S10244655D)

2.5.1 Customer – Member Sign Up



Member Registration

Name : Salutation : ☐ Ms ☐ Mdm ☐ Mr ☐ Dr

Date of Birth : Telephone No. :

Location : City Country

Email Address :

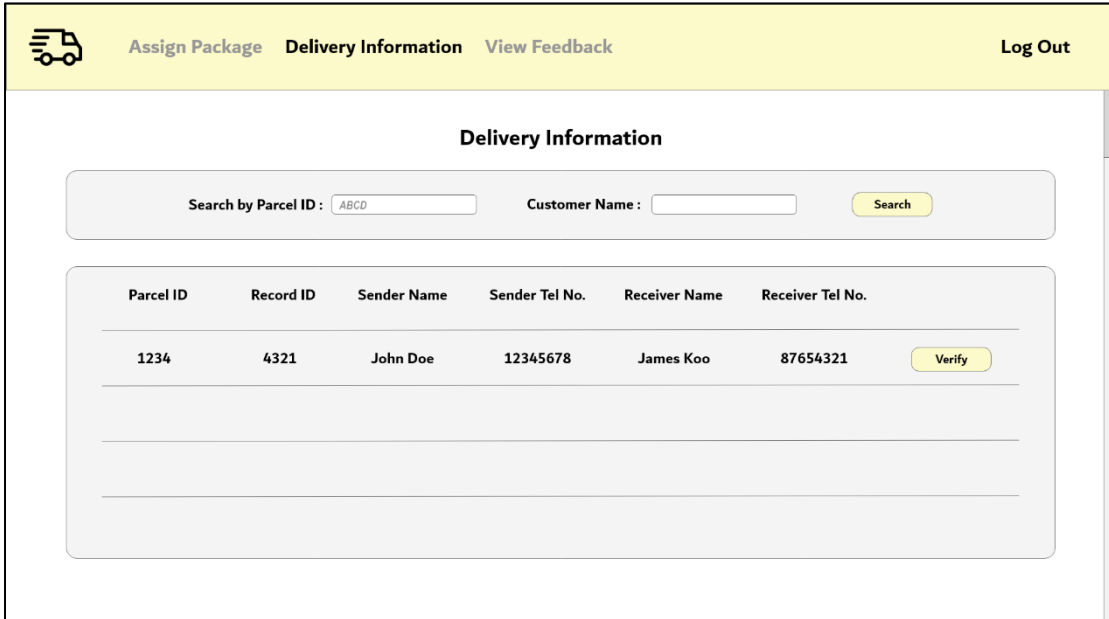
Password :

Confirm Password :

Sign Up

After clicking 'Member' button located in 'Login/Sign Up' page customer will be redirect to this page where they can register as member by filling up their name, salutation, date of birth, telephone number, location (city and country) and unique E-mail address and password as login credentials.

2.5.2 Station Manager – Delivery Information



Delivery Information


Search by Parcel ID : ABCD Customer Name : **Search**

| Parcel ID | Record ID | Sender Name | Sender Tel No. | Receiver Name | Receiver Tel No. |
|-----------|-----------|-------------|----------------|---------------|------------------|
| 1234 | 4321 | John Doe | 12345678 | James Koo | 87654321 |
| | | | | | |
| | | | | | |
| | | | | | |

Verify


This page allows station manager staff to search for a parcel delivery record based on 'Parcel ID' or a customer name (sender or receiver). By clicking the 'Search' button after key in the 'Parcel ID' or customer name it would display the search result; 'Parcel ID', 'Record ID', 'Sender Name', 'Sender Tel No.', 'Receiver Name', and 'Receiver Tel No.' for station manager to verify the customer information by clicking the 'Verify' button.

2.5.2.1 Station Manager – Display Delivery Status and History upon verify.

|  Return | | | | |
|---|-----------|-------------|----------------------------|------------------|
| Parcel ID | Record ID | Description | Address | Delivery Status |
| 1234 | 4321 | ABCD | 123 Street #01-01 Building | Pending Delivery |

After station manager click the 'Verify' button at 'Delivery Information' page he/she will be direct to this page where it displays the delivery status and history of the parcel by the customer by showing 'Parcel ID', 'Record ID', 'Item Description', 'Address', and lastly 'Delivery Status'.

2.5.3 Customer – Track Delivery Status

| | | | | | |
|---|------------------------------|-----------------|-----------------|---------------------------|---------|
|  | Track Delivery Status | Delivery Record | Create Feedback | View Feedback & Responses | Log Out |
|---|------------------------------|-----------------|-----------------|---------------------------|---------|

Track Delivery Status

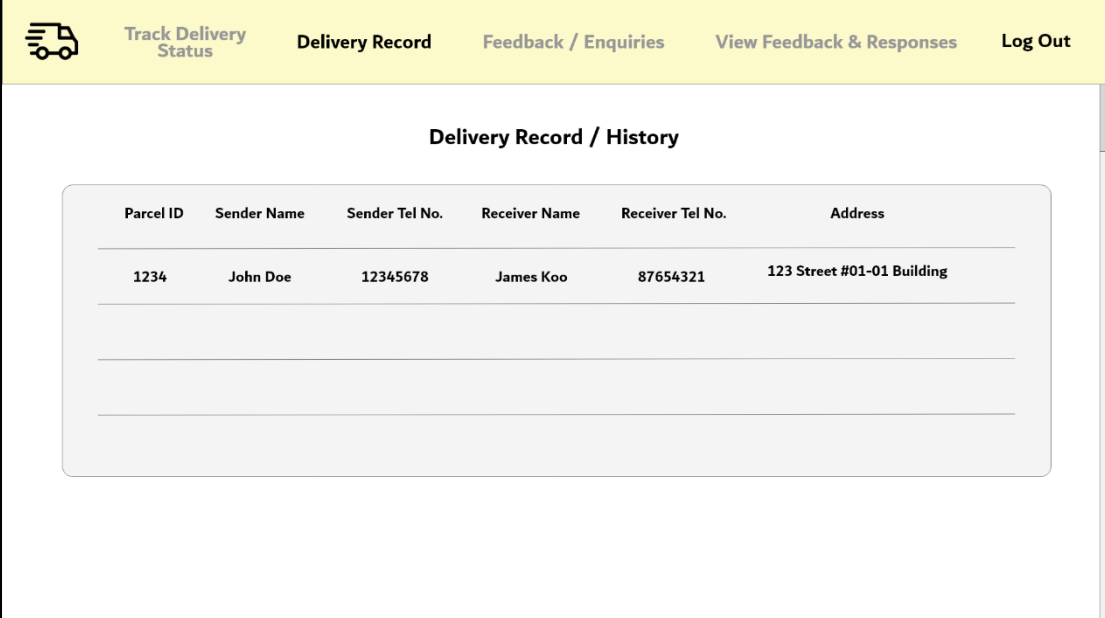
Track Order :

Delivery Status :

- Pending Delivery
- Delivery to Destination In Progress
- Delivery to Airport In Progress
- Delivery Completed
- Delivery Failed

This page allows registered customer to track his/her own parcels by entering their 'Parcel ID' and upon clicking the 'Track' button it will show customer the delivery status with five different statuses; 'Pending Delivery', 'Delivery to destination in progress', 'Delivery to airport in progress', 'Delivery Completed' or lastly 'Delivery failed'.

2.5.4 Customer – Delivery Record

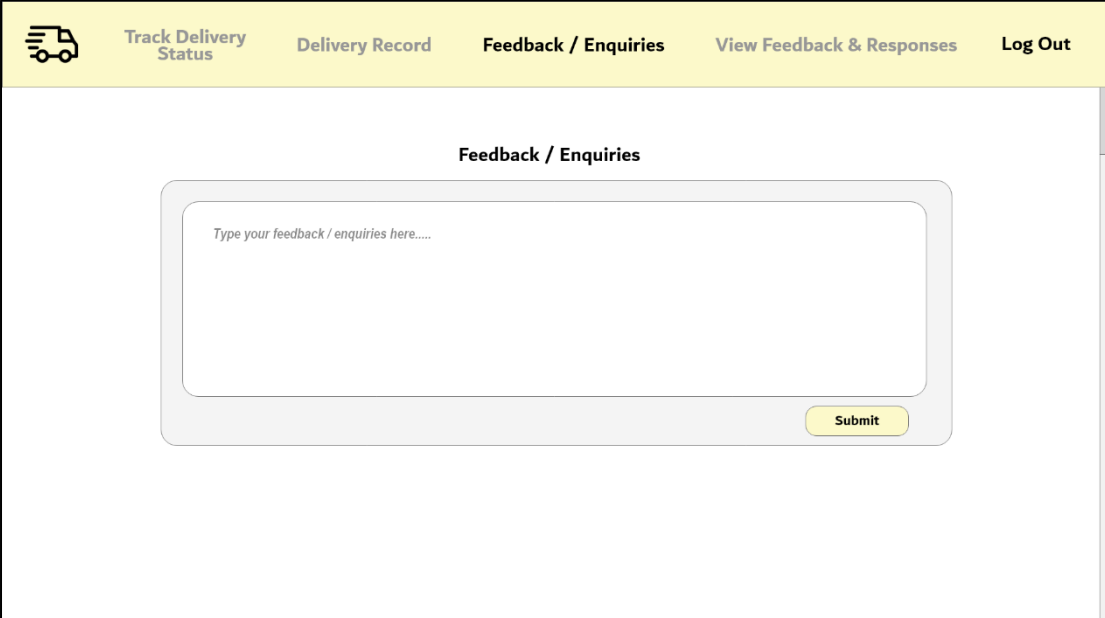


The screenshot shows a web application interface with a yellow header bar. On the left of the header is a truck icon. To its right are five navigation links: 'Track Delivery Status', 'Delivery Record', 'Feedback / Enquiries', 'View Feedback & Responses', and 'Log Out'. The 'Delivery Record' link is highlighted. Below the header, the main content area is titled 'Delivery Record / History'. It contains a table with six columns: 'Parcel ID', 'Sender Name', 'Sender Tel No.', 'Receiver Name', 'Receiver Tel No.', and 'Address'. The first row of the table contains the following data: '1234', 'John Doe', '12345678', 'James Koo', '87654321', and '123 Street #01-01 Building'. Below this row are three empty rows for additional data.

| Parcel ID | Sender Name | Sender Tel No. | Receiver Name | Receiver Tel No. | Address |
|-----------|-------------|----------------|---------------|------------------|----------------------------|
| 1234 | John Doe | 12345678 | James Koo | 87654321 | 123 Street #01-01 Building |
| | | | | | |
| | | | | | |
| | | | | | |

This page allows registered customer to log in to view his/her own parcel delivery record and the corresponding delivery history by showing 'Parcel ID', 'Sender Name', 'Sender Tel No.', 'Receiver Name', 'Receiver Tel No.', and 'Address'. For privacy protection of customer, the system would only display the details of the parcel which he/she is sending or receiving.

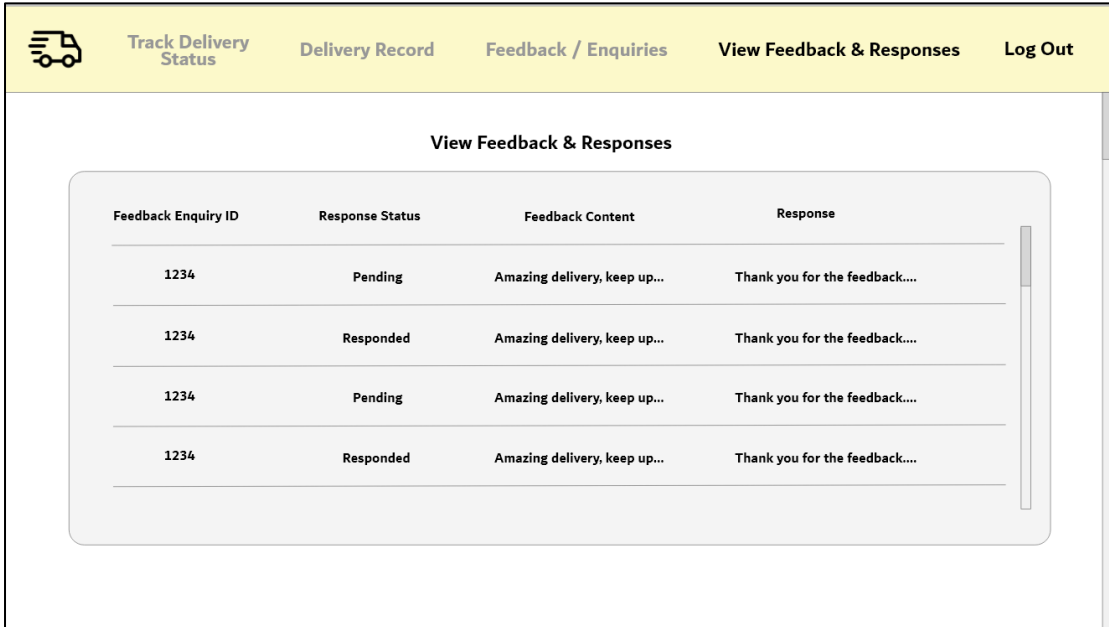
2.5.5 Customer – Create Feedback and Enquiry



The screenshot shows a web application interface with a yellow header bar. On the left of the header is a truck icon. To its right are five navigation links: 'Track Delivery Status', 'Delivery Record', 'Feedback / Enquiries', 'View Feedback & Responses', and 'Log Out'. The 'Feedback / Enquiries' link is highlighted. Below the header, the main content area is titled 'Feedback / Enquiries'. It contains a large text input field with the placeholder text 'Type your feedback / enquiries here.....'. To the right of the input field is a yellow 'Submit' button.

This page allows registered customer to create feedback or enquiries by writing their comments in the section provided and clicking the 'Submit' button.

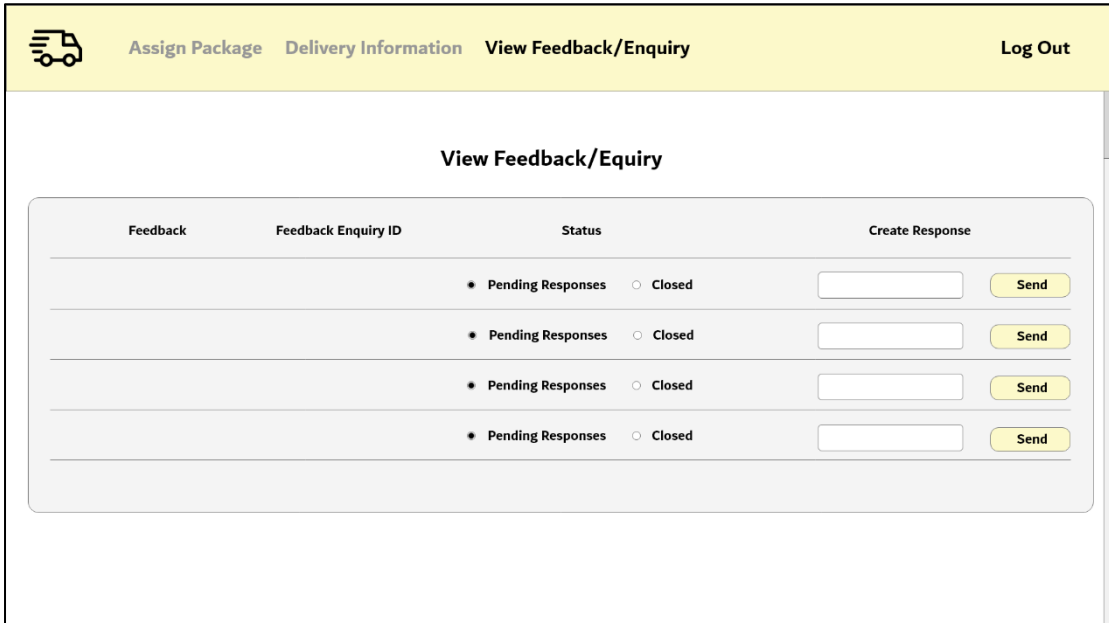
2.5.6 Customer – View Feedback and Enquiry



| Feedback Enquiry ID | Response Status | Feedback Content | Response |
|---------------------|-----------------|------------------------------|--------------------------------|
| 1234 | Pending | Amazing delivery, keep up... | Thank you for the feedback.... |
| 1234 | Responded | Amazing delivery, keep up... | Thank you for the feedback.... |
| 1234 | Pending | Amazing delivery, keep up... | Thank you for the feedback.... |
| 1234 | Responded | Amazing delivery, keep up... | Thank you for the feedback.... |

After registered customer create feedback or enquiry, he/she will be able to view only his/her own feedback and enquiry and the corresponding response by showing 'Feedback Enquiry ID', 'Response Status', 'Feedback Content', and 'Response' given by the station manager in this page.

2.5.7 Station Manager – Responses to Feedback and Enquiry



| Feedback | Feedback Enquiry ID | Status | Create Response |
|----------|---------------------|---|--|
| | | <input checked="" type="radio"/> Pending Responses <input type="radio"/> Closed | <input type="text"/> <input type="button" value="Send"/> |
| | | <input checked="" type="radio"/> Pending Responses <input type="radio"/> Closed | <input type="text"/> <input type="button" value="Send"/> |
| | | <input checked="" type="radio"/> Pending Responses <input type="radio"/> Closed | <input type="text"/> <input type="button" value="Send"/> |
| | | <input checked="" type="radio"/> Pending Responses <input type="radio"/> Closed | <input type="text"/> <input type="button" value="Send"/> |

This page allows station manager staff to view customer feedback or inquiries with the feedback content, 'Feedback Enquiry ID,' and the status 'Pending Response.' They can also create responses for each of them, send them by clicking the 'Send' button, and once a response is provided, the system will automatically update the status to 'Closed.'