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| **FPT UNIVERSITY** |
| **Capstone Project Document**  **Report 1**  **Introduction** |
| **Build a Web Application**  **for manages all activities of**  **delivery service system by coach.** |
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| |  |  | | --- | --- | | **Group 18** | | | **Group Members** | **Đào Bảo Long – Team Leader – SE60690**  **Lê Phúc Lữ – Team Member – 60563**  **Nguyễn Thanh Tùng – Team Member – SE60609**  **Nguyễn Tấn Đức – Team Member – SE60660** | | **Supervisor** | **Nguyễn Trọng Tài** | | **Ext Supervisor** | **N/A** | | **Capstone Project Code** | **i-Deliver** | |
| **Hồ Chí Minh City, January 2014** |

# Introduction

# Group of developers

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| **Project Title:** | | *Build a web application for manage the activities of delivery service system by coach* | | | |
| **Start Date:** | | Jan 6, 2014 | | **Finished Date:** |  |
| **No** | **Full name** | | **Role** | **Position** | **Contact** |
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# The initial idea of group

Nowadays, freight traffic between cities in a day is huge. We have the passenger transportation service providers like Mai Linh or the goods delivery service providers like Tin Thanh, Hop Nhat. And we also have the combination like Phuong Trang. Before working on this project, our team conducted a survey in a passenger transportation service provider. Here are the major findings during the survey:

**Phuong Trang Travel & Transportation Company:**

This company provides passenger transport service using coach. Beside this service, this company also provides goods delivery service. They receive a lot delivery requests per day but all of them still managed by staff manually using papers/books. It makes planning and scheduling for goods delivery become complicated beside passenger transportation arrangement, also makes hard to manage all goods to ensure integrity.

From the problems above, our team decided to develop a delivery service system for passenger transportation service providers which using coach. It operates difference from professional delivery service which using cars specially made for goods delivery.

# Overview of existing methods

# *For requests management*: the goods delivery service’s staffs have to write down all of delivery requests, monitoring – planning – scheduling manually using papers/books and their memory.

# *For package arrangement*, they just simply fill-up empty cargo compartments of each coach as much as possible.

# *For package management*: tracking, searching, … is temporary unavailable

# Limitation of existing system

# *Request management*: By using papers/books and memory, staffs cannot ensure information accuracy; controllable requests, delivery status of requests;

# *Fee management*: They don’t have any specific fee calculating formula, it’s just estimation.

# *Package arrangement*: They don’t have any plan to arrange package on each coach so it’s hard to balance the freight on each route.

# *Coach & route management*: The coach arrangement on each route wasn’t managed completely.

# Benefits of expected system

The project aims to develop a web-based application that

* Create an easy way for customers to make goods delivery request by allow them to post a new requests on website with registered account then they can tracking their package to ensure
* Mainly assists service providers’ staff to manage all goods delivery request by using optimized planning and scheduling algorithms, manage the fee of the delivery requests
* Allow customers to comment and rating for the service

# Business outline

Following the project objectives above, the scope of the project is constrained to the following statements:

* The users of the web-application should interact with the web-application itself through a friendly and attractive user interface.
* *For customers*, this web-application should provide fundamental functions such as register, login then post, edit and cancel goods delivery requests. Through integrated e-payment services, they can pay for their delivery requests. They also can search for posted requested, tracking their package. After using service, customers can comment and rating for the service.
* *For system administrators*, the web-application should allow them to monitor fundamental information about customers, staffs, coaches, routes, and fee.
* *For staffs,* i-Deliver is a management system allows them to import request, fee calculating, invoice making, planning and scheduling for goods delivery, assign packages for specific coach, specific route.

# Approaches

* Adopt the perspective of a customer during the whole development process, in order to develop a web-based application that promotes usability and interactivity as much as possible.
* Negotiate with web service providers to use their services, then agree upon how the application communicates with the web services, what information should be retained and what should be eliminated.
* Try to provide staffs the customized tools for manage requests easily.
* Conduct research on how to determine the most appropriate fee based on the average fee of the same service providers in the market.
* Conduct research on how to optimize planning and scheduling for goods delivery.

# Group Functions

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| Functions for customers | * Allow customers register, login, post/edit/cancel requests, search for, and tracking requests; * Allow customers to rate by different criteria and write comments/reviews on service; |
| Functions for staffs | * Allow staffs to manage fundamental information about requests, fee calculating, invoice making; * Allow staffs to planning and scheduling for goods delivery; * Allow staffs to monitoring and assigning for coaches and routes; |
| Functions for system admins | * Allow system admins to manage all relevant information about the system, customers, staffs, coaches and routes; * Allow system admins to grant access rights to other users of the system; * Allow system admins to decide fee calculating formulas; * Allow system admins to collect and export data to statistic. |