

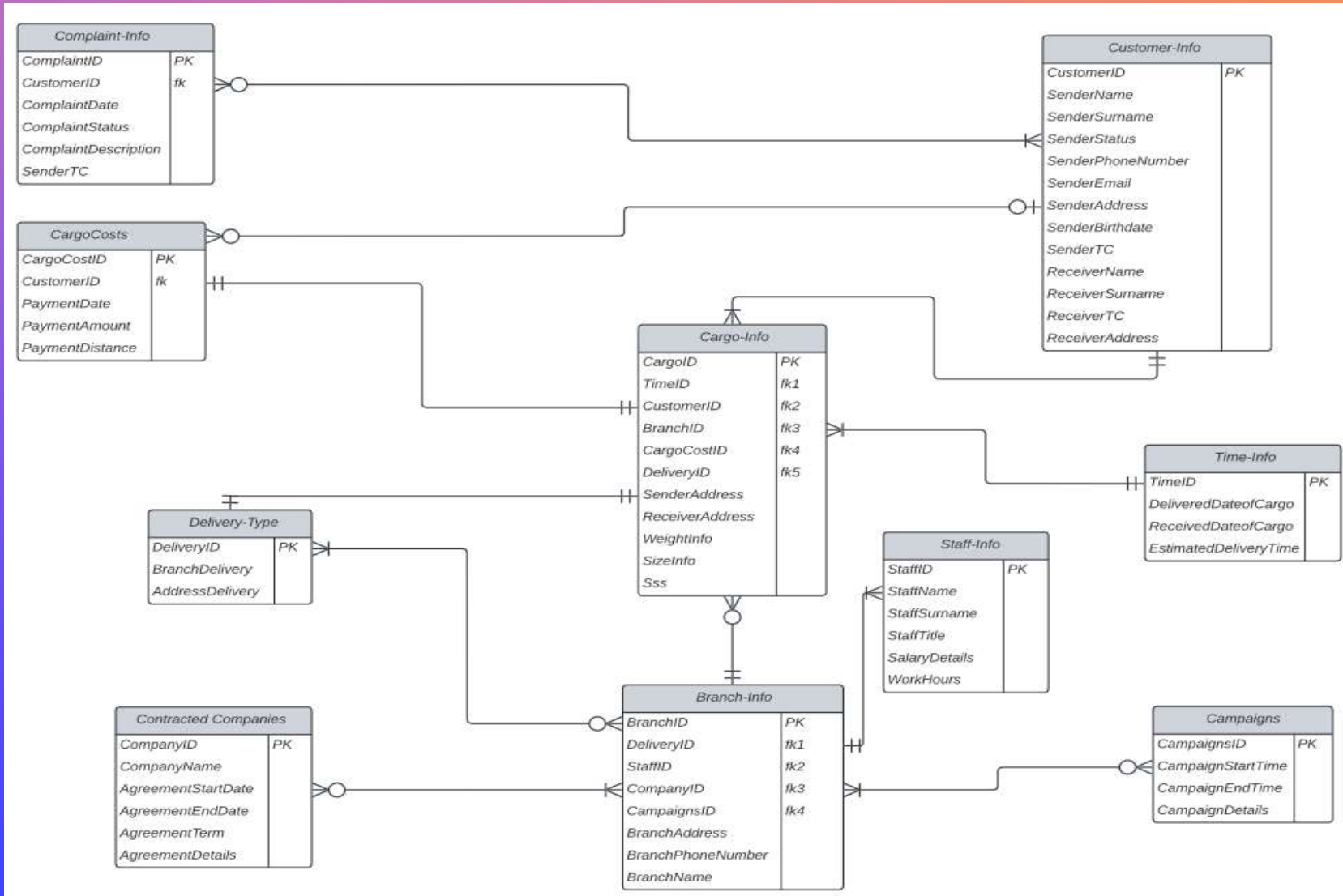
# BM CARGO



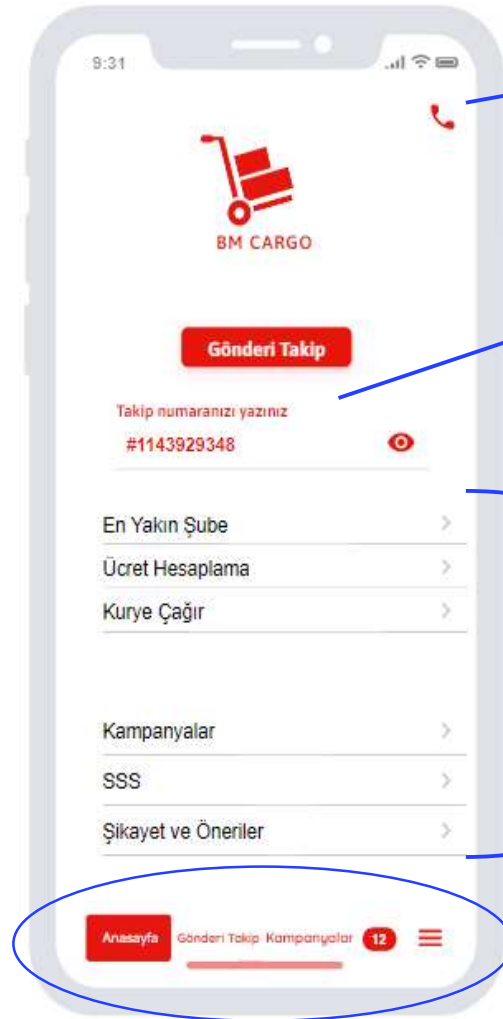
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# Database Design



## Home Page



From here, quick access to BM Cargo customer service is provided.

```
SELECT CargoID FROM bmCargo_db.Cargo-Info WHERE `CargoID` == #1143929348(user's input);
```

We check the customer's cargo is on our database. If the cargo is in our database, redirected to the page with shipping information. If it isn't in our database, message will appear stating that there is no such cargo.

The customer directs it to other interfaces from here to perform the desired action.

From here, short and quick access to other pages is provided.

## Shipping Information Page



From here, the customer has information about where and in which process the cargo is.

- `SELECT * FROM bmCargo_db. Time-Info WHERE `TimeID` == (user's input from previous page);`
- `SELECT SenderName , SenderSurname, SenderAddress , ReceiverName , ReceiverSurname, ReceiverAddress FROM bmCargo_db.Customer-Info WHERE `CustomerID` == (user's input from previous page);`
- `SELECT BranchPhoneNumber FROM bmCargo_db.Branch-Info WHERE `BranchID` == (user's input from previous page);`

Using the tracking number of the cargo , we transferred the information of the sender and the receiver , as well as information about the cargo and the branch contact information from bmcargo database to the user interface.

From here, the customer can print the cargo information and contact the courier by calling the customer service.

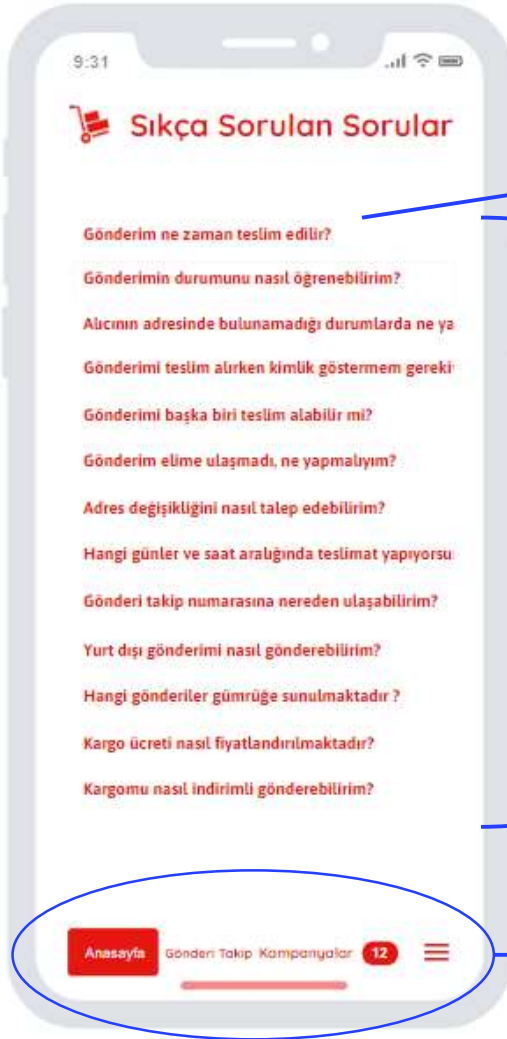
## Campaign Page



From here, short and quick access to other pages is provided.

`SELECT * FROM bmCargo_db.Campaigns ;`  
Information about the campaigns entered to bm cargo database by employees and the campaigns can display in the campaigns section of the mobile application.

## SSS Page

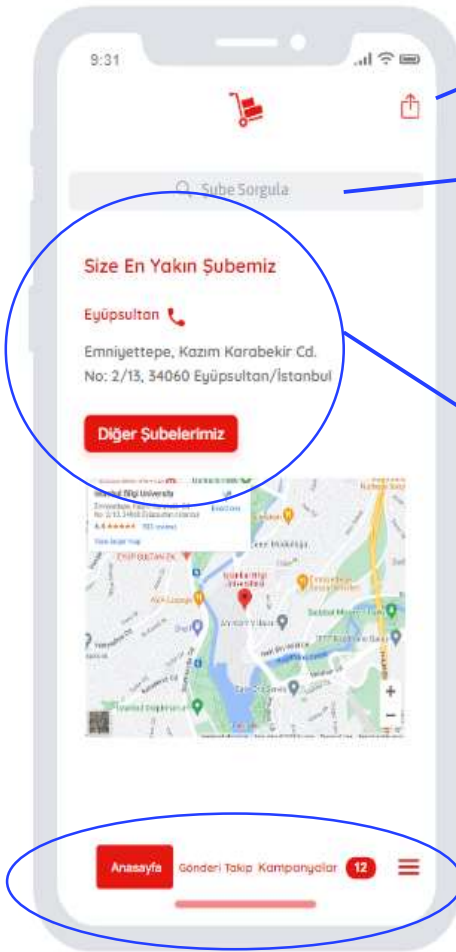


When the customer clicks on the question, the answer to the question drop down.

`SELECT Sss FROM bmCargo_db.Cargo-Info ;`  
We show the answers to the frequently asked questions from the customers in the FAQ section.

From here, short and quick access to other pages is provided.

## Nearest Branch Page



From here the customer can share the location of branch with other people.

The customer enters the location from here and sees the list of whether there is a branch there.

```
SELECT * FROM bmCargo_db.Branch-Info WHERE `BranchAddress` == (user's input);
```

In this user interface, we aim to show the branch name, address and contact information to the customer.

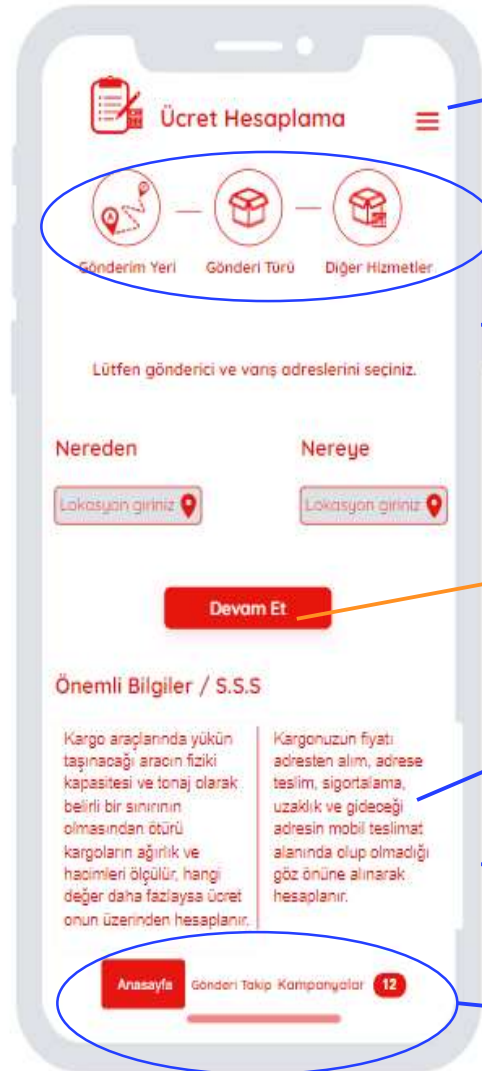
When the customer clicks on button and phone icon, they can call branch or see other branch locations.

```
SELECT BranchPhoneNumber FROM bmCargo_db.Branch-Info WHERE `BranchID` == (user's input );  
SELECT BranchName,BranchPhoneNumber FROM bmCargo_db.Branch-Info WHERE `BranchAddress` == (user's input);
```

From here, short and quick access to other pages is provided.



## Fee Calculation Page



From here, short and quick access to other pages is provided.

From here, the customer chooses situations such as bringing the cargo to the branch herself or receiving it from the courier's home, and these are recorded in the database.

```
SELECT BranchDelivery FROM bmCargo_db.Delivery-Type;
```

```
SELECT (c.SenderAddress - b.BranchAddress) AS Distance , cc.PaymentAmount  
FROM bmCargo_db.Customer-Info c , bmCargo_db.Branch-Info b ,  
bmCargo_db.CargoCost cc WHERE Distance == cc.PaymentDistance;
```

Here, the payment amount is determined according to the distances, so we show the customer the prices in the database with the distance entered by the user.

```
SELECT Sss FROM bmCargo_db.Cargo-Info ;
```

From here, short and quick access to other pages is provided.



## Complaint Page

9:31

Şikayet ve Öneriler

Görüş, öneri ve şikayetlerinizi aşağıdaki formu doldurarak hemen iletebilirsiniz...

Türkiye'nin ilk kurulan kargo şirketi olarak müşterilerimizin beklentilerinin üzerinde hizmet vermek hedefimizdir. Hizmetimizle ilgili talep ve şikayetlerinizi siz değerli müşterilerimizi memnun edecek şekilde ele almaya özen göstermekteyiz. Şikayetinize konu olan gönderiyi hızlıca bulmamız ve size şikayetiniz ile ilgili geri dönüş sağlayabilmeniz için gönderiyi yaparken kullandığınız telefon veya cep telefonu numara bilgilerinizi girmeniz zorunludur. 12 haneli kargo takip numarası (gönderi numarası) veya fatura numarası bilgilerinizi girmeniz işlemlerinizi daha da hızlandıracaktır...

Öneri ve Şikayet Formu

TCKN

Tarih gg/aa/yyyy

Açıklama

**INSERT INTO** Complaint-  
Info(ComplaintDate,ComplaintDescription,SenderTC)  
**VALUES** (user input);

The information entered by the customers is saved in the database and thus bm cargo aims to provide a better service.

## Call a courier

9:31

Kurye Çağır

Değerli müşterimiz, aşağıdaki formu doldurarak adrese kurye talebini iletebilirsiniz.

**Kişi Bilgileri**

Talep İleten Ad ve Soyadı Talep İleten TC/KİT

Talep İleten GSM No Adres

**KURYE ÇAĞIR MÜŞTERİ AYOĞLATMA METNİ**  
BM Kargo Servisi A.Ş. (Kısaca "**BM KARGO**") olarak 6698 sayılı Kişisel Verilerin Korunması Kanunu'nda tanımlı veri sorumlusu sıfatıyla işlediğimiz kişisel verilerinizin güvenliğine önem veriyoruz. Bu nedenle sizin kişisel verilerinizin işlenmesine ilişkin olarak bilgilendirmek isteriz.  
**KİŞİSEL VERİLERİNİZİN İŞLENME AMACI VE HUKUKİ SEBEBİ**  
Kişisel verileriniz 6698 sayılı Kişisel Verilerin Korunması Kanunu ve ilincil düzenlemelere uygun olarak aşağıda belirtilen amaçlar ve hukuki sebepler çerçevesinde işlenmektedir.

☐ BM KARGO tarafından kişisel verilerinizin işlenmesi ve diğer ilgili süreçlerine ilişkin gözetim, denetim ve hukuki sebepler, aktarılan kişi grupların ile ilgili olduğum faaliyetler kapsamında bilgilendirildim.

Devam Et

**INSERT INTO** Customer-Info(SenderName,SenderSurname,SenderTC,SenderAddress)  
**VALUES** (user input);

The information entered by the customers is recorded in the database, the remaining information is taken by the courier. Then the courier receives the cargo to make remaining process.

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THANK YOU

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