**Front End :** Website will have three type of front end user

1. Franchisee
2. Clients
3. Guest User

* Franchisee:
* Registration: to become a franchisee you must have to filled up a registration form through online, after verification Netflex administrator will issue a franchisee certificate and web portal access credentials.
* Login: franchisee user can login to the web portal using their credentials and will have following activities.
* Book a shipment: franchisee user can book a shipment on behalf of their customer. For every booking they will get a commission as agreed upon at the time of sign up.
* Tracking shipment: franchise user can track their shipment which they have booked for their customer with AWB number. Every shipment will have unique AWB number through which a shipment can be tracked.
* Booking History: franchisee user can check their booking history and filter by AWB number, customer name, source & destination address, by date range etc.
* Print invoice: franchisee user can view, download and take print of invoice for each booking.
* Report :
* Total collection from booking report
* Commission earned report
* Clients:
* Registration: user can register in the website for book a shipment, tracking shipment.
* Login: user can login to the web portal using their credentials and will have following activities.
* Book a shipment: user can book a shipment on behalf of their customer.
* Tracking shipment: user can track their shipment with AWB number. Every shipment will have unique AWB number through which a shipment can be tracked.
* Print invoice: user can view, download and take print of invoice for each booking.
* Guest user: this type of user will browse the website.
* Book a shipment: Booking can be done through online by franchisee user or a registered user. For booking following fields are mendatory.
* Source address with postal code
* Destination address with postal code
* By surface or by air
* Same day or next day delivery
* Weight (in kg)
* Material description

After filling up the above details system will calculate the cost of shipment automatically based on the rate chart including fuel charge and service charge as applicable.

If customer agrees on the shipment cost then he will click book now button. System will ask for registration for new user or login for existing user.

After that system will ask for payment. There will be two option COD or online payment. If customer chooses COD Rs. 50 (from Kolkata to Kolkata) / Rs. 70 (from Kolkata to others) will be applicable.

After successful payment booking will be completed and customer will get AWB number for his booking to track shipment online.

Customer can generate invoice for his booking.

* Tracking shipment: Customer can track shipment online with AWB number.
* Content pages:
* Corporate profile:
* Vision and mission: short description about Netflex goal.
* Strategic intent: company’s near feature strategy.
* CSR (corporate social responsibility), brief discussion about M.D’s N.G.O
* Message from founder’s desk: regular message update from M.D
* News feed: recent news of company
* Franchise:
* Why franchisee: need of franchisee to expand business as well as to create budding of more entrepreneurs and sharing of wealth.
* Our franchisee : location of our current franchisee
* Structure: brief structure describing franchisee -> master franchisee -> branch
* Training & development: point wise discussion, how to train a franchisee
* Scope & selection: details about how after training franchisee will get a certificate from company duly signed by M.D and a welcome kit.
* Benefits & culture: benefit to be a member of Netflex family.
* Client list: list of all client.
* Client testimonials: what clients are saying about us.
* Customer enquiry: This will be a enquiry form where customer can send enquiry to us via email.
* Career:
* Requirement: company’s recent vacant post
* Drop your C.V: candidate can apply online for any vacant post and submit their C.V
* Contact us:
* Corporate office address along with google map.
* Find us in your location: Nearest address of our pick-up point, franchisee or branch in the location of user through google map.

**Website Administrator:** There will be multiple level of website administrator like super administrator, admin so there will be access control level depending upon their department and role, for example shipping department only can see booking and generate invoice, accounts department can view order history and payment status.

Administrator will have mainly following functionalities.

* Department management: add / edit / delete department
* Employee management: add / edit / delete / assign to department
* User management: add / edit / delete user
* Shipping rate management
* Book a shipment : admin can also book a shipment for a customer
* Tracking a shipment: tracking a shipment with AWB number.
* Report:
* Booking report: search by AWB number, destination, source, date filter
* Collection report: search by franchisee
* Commission report: commission earned by franchisee
* Client testimonial management
* News management
* Career management
* Franchisee address management
* Content management