



LOST & FOUND WEB APPLICATION

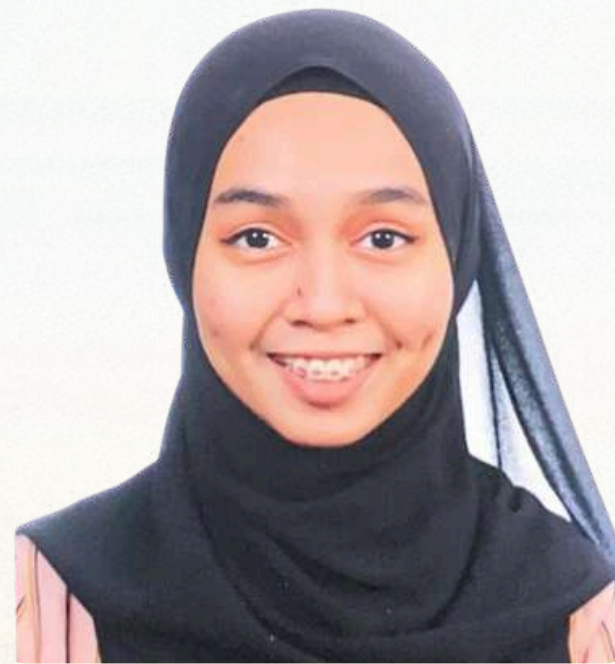
Package Tracking & Resolution System in E-Commerce Logistics

OUR TEAM



**NUR SHUHADAH
NAJWA BINTI
ZAMZURI**

2023250716



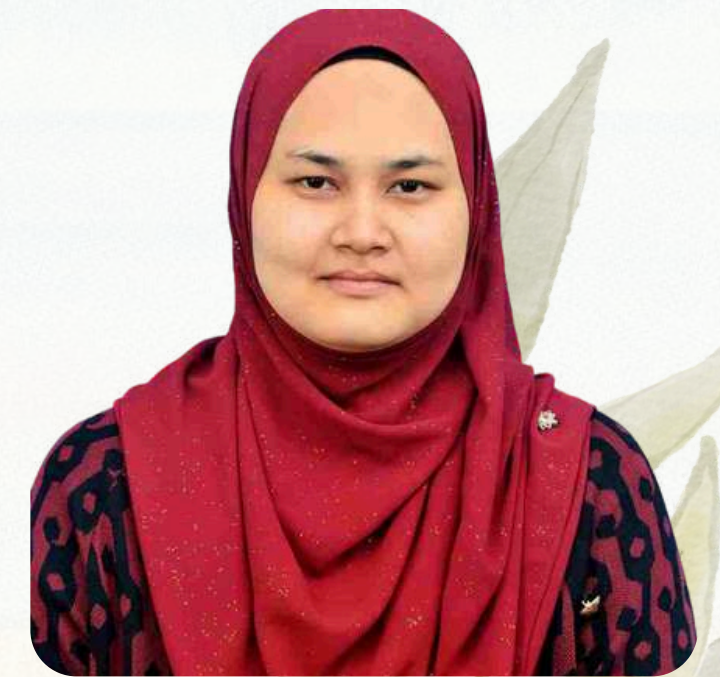
**NURUL AZZARIAH
BINTI MOHAMMAD
AZIZ**

2023869218



**NUR HANIS AFIFAH
BINTI HAMILUDDIN**

2023287876



**BALQIS
NURAQILAH
BINTI AZUWAN**

2023242808

Contents

1. Introduction
2. Problem Statement
3. System Objectives
4. Features Overview
5. System Architecture (MVC)
6. Database ERD
7. Storyboard / UI Flow
8. Screenshots / Demo
9. Challenges & Solutions
10. Conclusion



Introduction

- *Lost parcels in e-commerce are recurring issue*
- *Many platforms lack a proper tracking and reporting system*
- *Our system provides a centralized platform for users to report and track lost & found packages*



Problem Statement



- *Lost parcels in e-commerce are common*
- *Manual reporting process is inefficient*
- *No centralized platform for lost/found parcel tracking*
- *Delays in resolution impact customer trust*



System Objective

- *Enable users to report and trace lost parcels*
- *Centralize tracking of found items*
- *Streamline resolution process*
- *Collect feedback to improve logistics operations*



Features Overview

- *User Registration & Login*
- *Report Lost & Found Items*
- *Dashboard Overview*
- *Edit/Delete Own Reports*
- *Feedback Submission*
- *View All Reports*



System Architecture (MVC)

JSP - JSP pages:

Provide the user interface for interactions

- dashboard.jsp
- editFoundItem.jsp
- editLostItem.jsp
- feedback.jsp
- forgotPassword.jsp
- index.jsp
- login.jsp
- logout.jsp
- logoutSuccess.jsp
- register.jsp

- registerSuccess.jsp
- submitFoundItem.jsp
- submitLostItem.jsp
- viewAllFoundItems.jsp
- viewAllLostItems.jsp
- viewAllReports.jsp
- viewFoundItems.jsp
- viewLostItems.jsp
- viewReports.jsp

System Architecture (MVC)

Controller - Java Servlet:

Handle user requests and responses

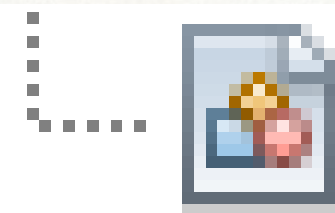
- DeleteFoundItemServlet.java
- DeleteItemServlet.java
- DeleteLostItemServlet.java
- EditFoundItemServlet.java
- EditLostItemServlet.java
- FeedbackServlet.java
- ForgotPasswordServlet.java

- LoginServlet.java
- LogoutServlet.java
- RegisterServlet.java
- SubmitFoundItemServlet.java
- SubmitLostItemServlet.java
- UpdateLostItemServlet.java

System Architecture (MVC)

Model - JavaBeans:

Represents data & logic

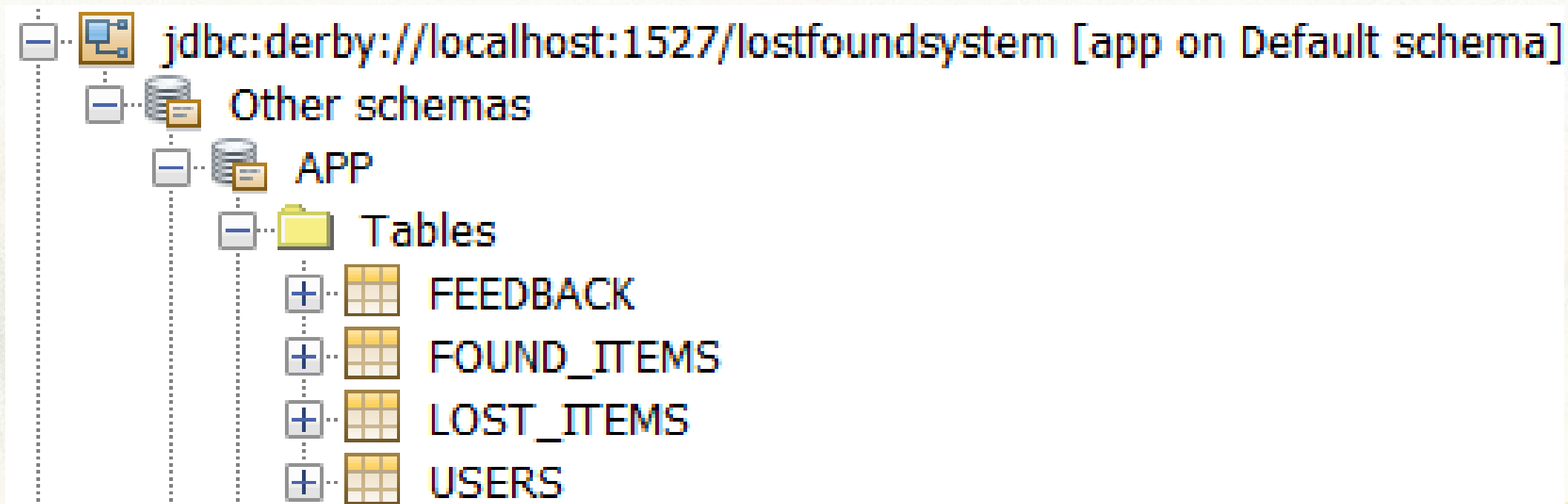


DBConnection.java

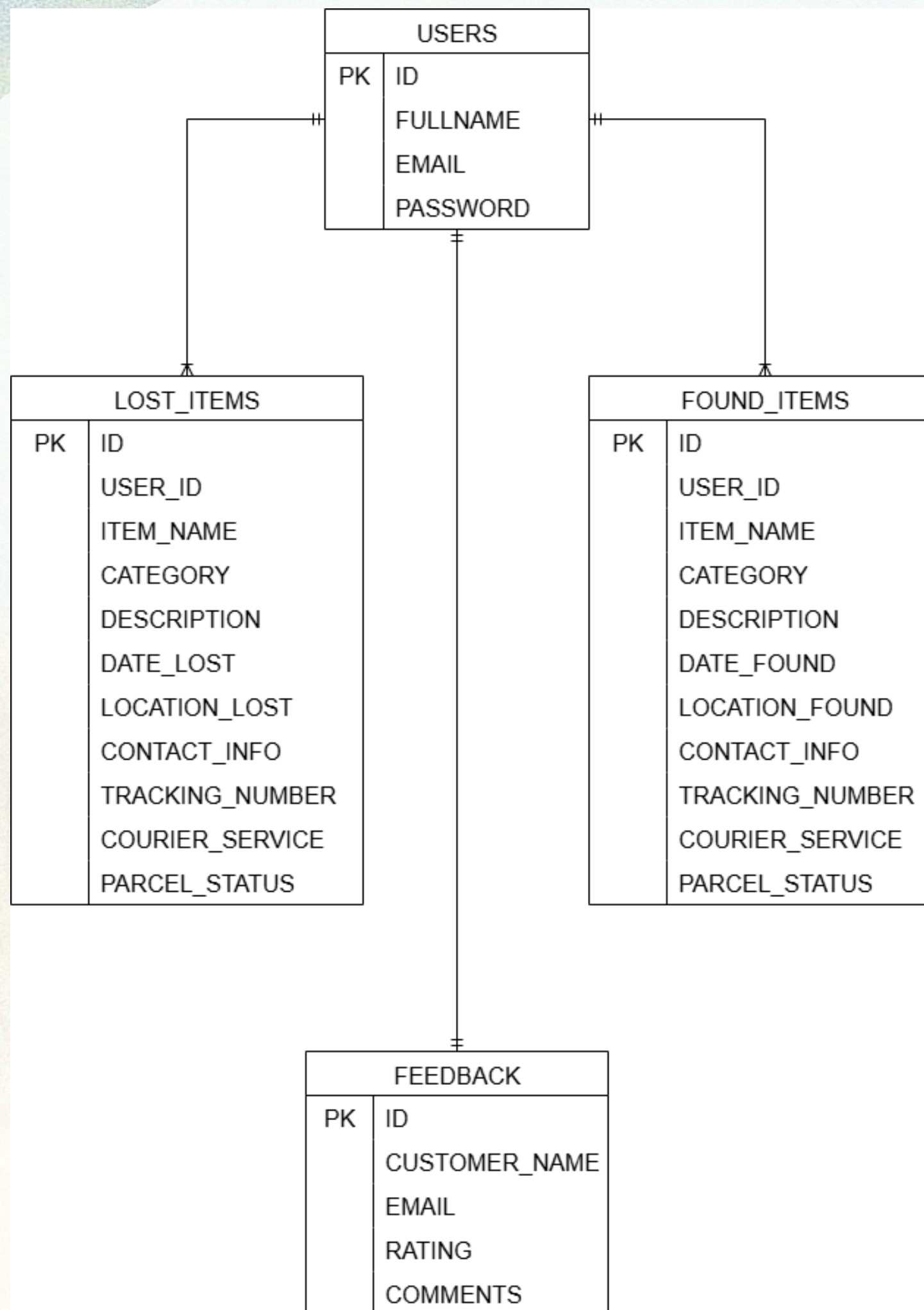
System Architecture (MVC)

Database - Apache Derby:

Stores user data, lost/found reports and feedback



Database ERD



Storyboard / UI Flow

[login.jsp]



[dashboard.jsp]

[submitLostItem.jsp]

[submitFoundItem.jsp]

[feedback.jsp]

[viewLostItems.jsp]

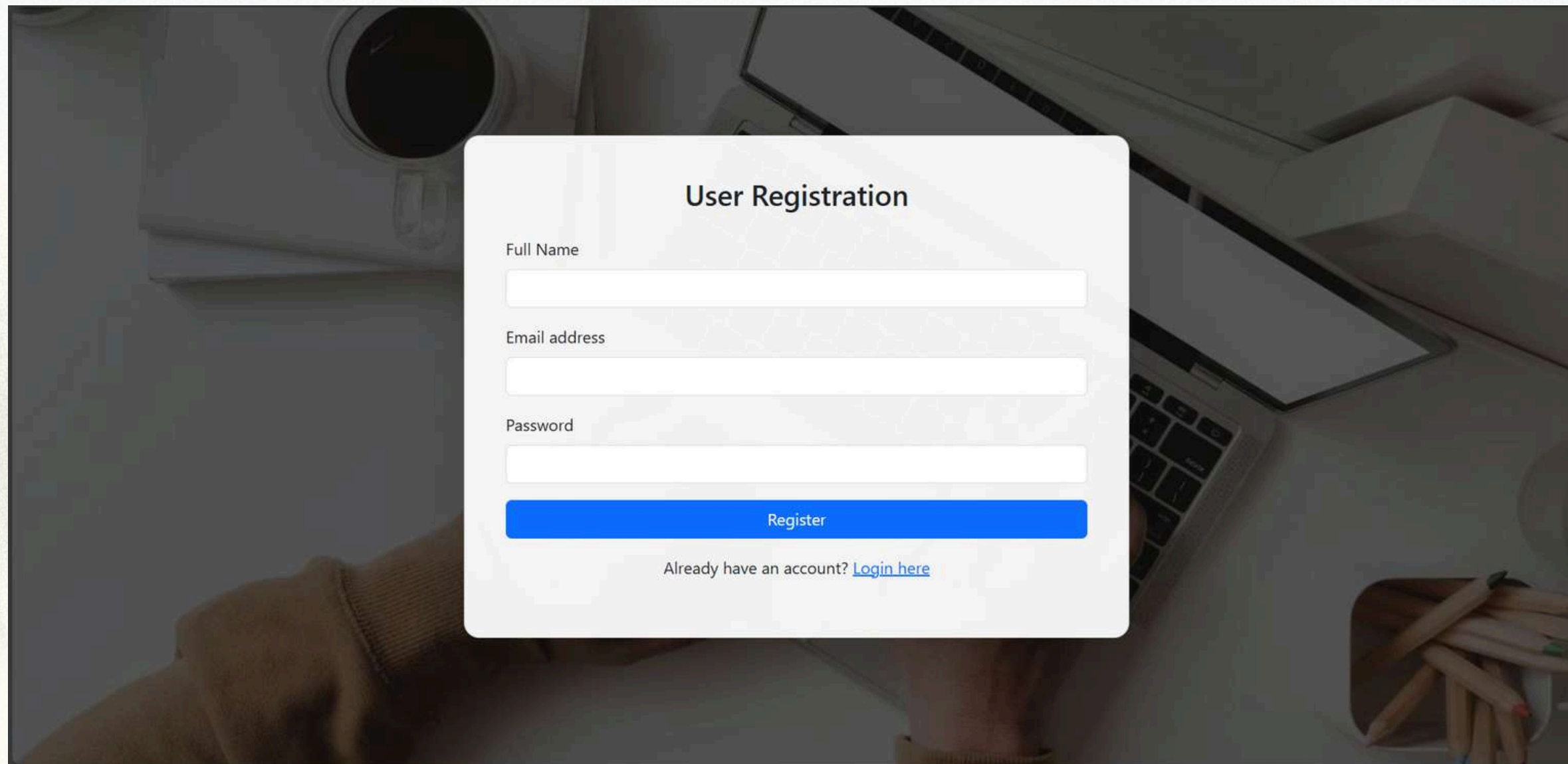
[viewFoundItems.jsp]

[viewAllLostItems.jsp]

[viewAllFoundItems.jsp]

Screenshots / Demo

User Registration

A screenshot of a user registration form overlaid on a dark, blurred background of a desk with a laptop, a cup of coffee, and some stationery. The form is white with rounded corners and contains the following elements:

User Registration

Full Name

Email address

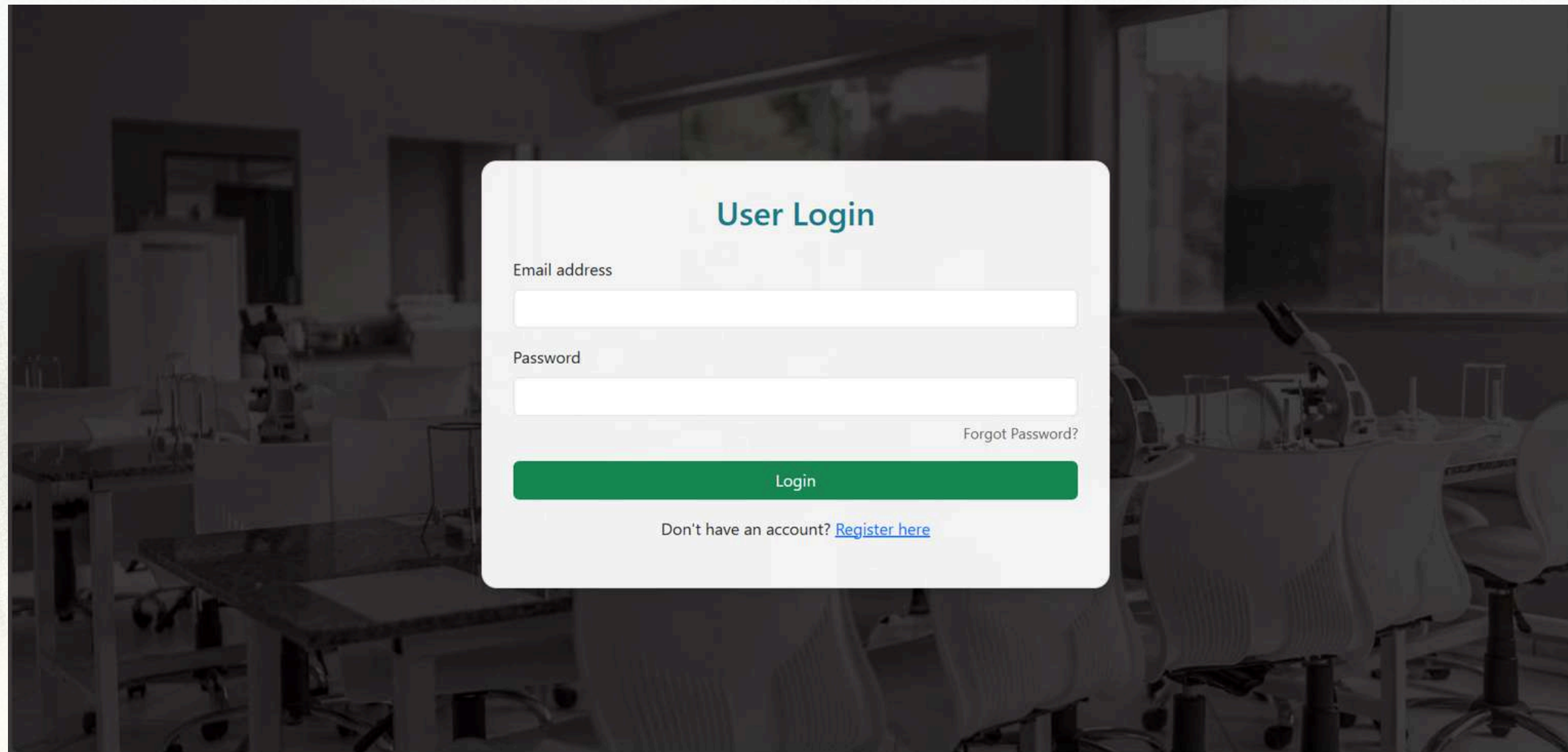
Password

[Register](#)

Already have an account? [Login here](#)

Screenshots / Demo

User Login



The screenshot shows a 'User Login' form centered on a blurred background of an office with desks, chairs, and large windows. The form is a white card with a light gray border. It features a title 'User Login' in teal, two input fields for 'Email address' and 'Password', a green 'Login' button, a 'Forgot Password?' link, and a 'Register here' link for new users.

User Login

Email address

Password

[Forgot Password?](#)

[Login](#)

Don't have an account? [Register here](#)

Screenshots / Demo

Report Found Items

Report Found Item

Item Name

Category

Description

Date Found

Location Found

Your Contact Info

Tracking Number

Courier Service

-- Select Courier --

Submit Found Item Report

Cancel

Screenshots / Demo

Report Lost Items

Report Lost Item

Item Name

Category

Description

Date Lost

Location Lost

Your Contact Info

Tracking Number

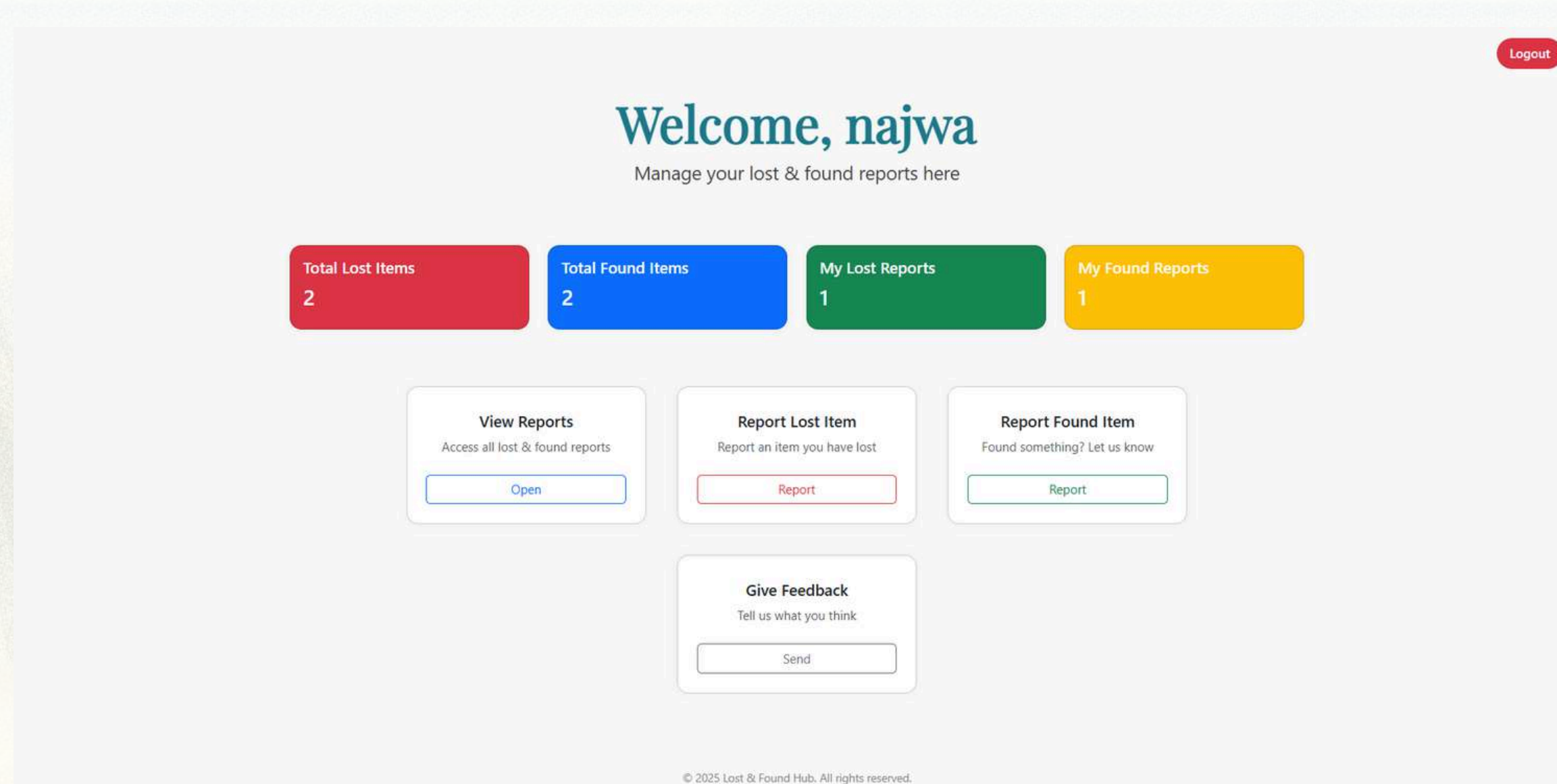
Courier Service

[Submit Lost Item Report](#)

[Cancel](#)

Screenshots / Demo

Dashboard Overview



Screenshots / Demo

Edit/Delete Own Reports

← Back to View Reports

My Lost Item Reports

#	Item Info	Details	Status	Actions
1	Parcel blouse Fashion 3 pieces of blouse	Date Lost: 2025-07-01 Contact: 0123456789 📍 52A-1, Perdana Industrial Park, Jalan PP 16/2, Taman Putra Perdana, 47130 Puchong, Selangor	Pending	Edit Delete

← Back to View Reports

My Found Item Reports

#	Item Info	Details	Status	Actions
1	Parcel Handbag Fashion TikTok Shop Parcel	Date Found: 2025-06-30 Contact: 0123456789 📍 J&T Bangsar	Pending	Edit Delete

Screenshots / Demo

Feedback Submission

Give Feedback

Your Name

Email

Rating (1 to 5)

Select rating

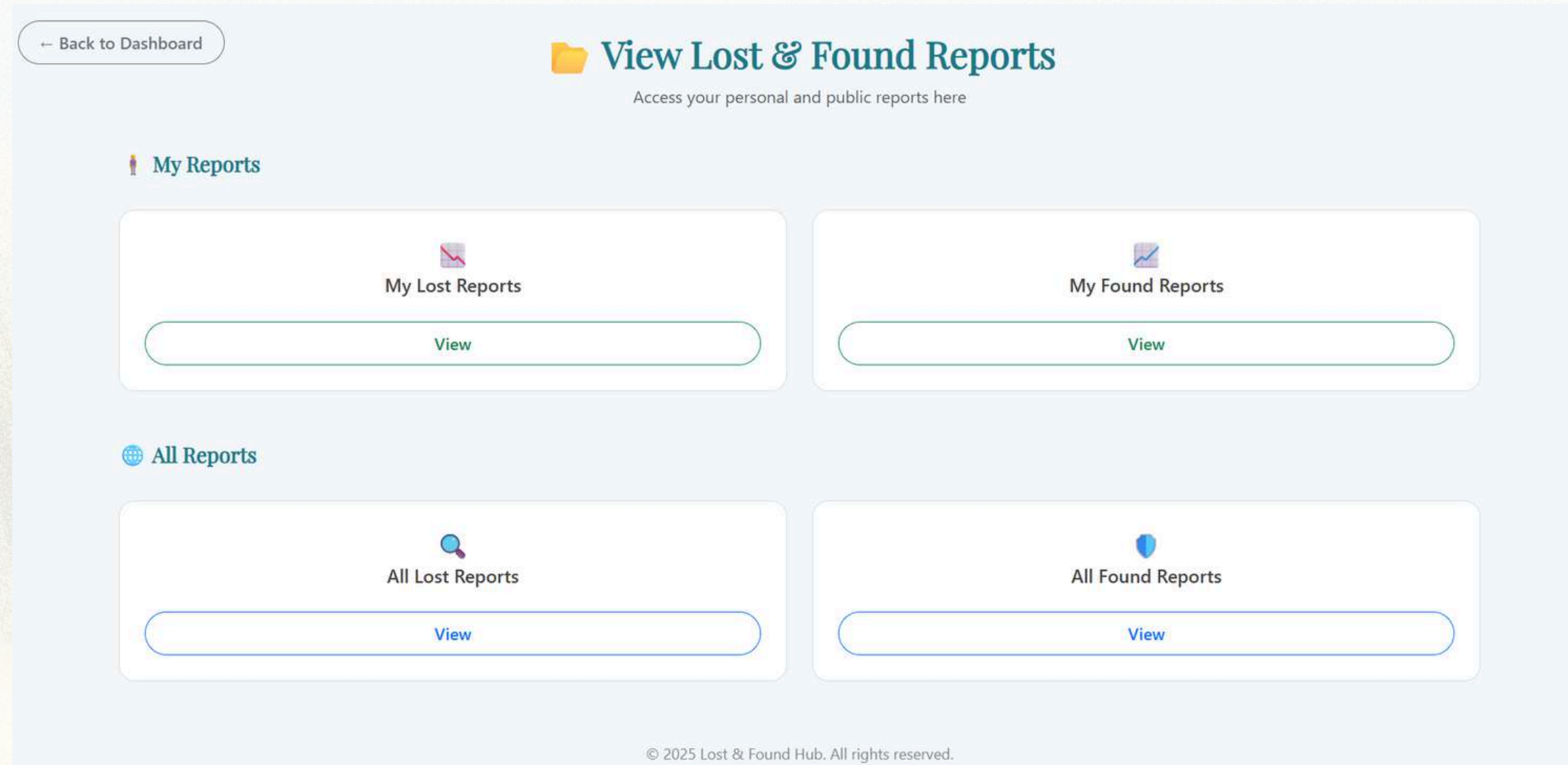
Comments

Submit Feedback

Cancel

Screenshots / Demo

View All Reports



Challenges & Solutions



- *Session control – only logged-in users access restricted pages*
- *File upload – handling image attachments*
- *Role-based access – only owner can edit/delete*
- *Database integration with Derby in NetBeans*

Conclusion



- *System improves user experience in lost/found parcel reporting*
- *Centralized platform for e-commerce logistics issues*
- *Potential integration with courier APIs in future*



THANK YOU