UNIVERSITI TEKNOLOGI MARA (UiTM)

FACULTY OF COMPUTER AND MATHEMATICAL SCIENCES

CSC584 – ENTERPRISE PROGRAMMING
USER MANUAL
(Lost & Found Package Tracking & Resolution System)

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Table Of Contents

1. INTRODUCTION

A web-based application called the Lost & Found Package Tracking & Resolution System was created to help users report and track lost or found packages, particularly in the context of e-commerce logistics. Cases of lost or unclaimed packages have increased in frequency due to the rise in online shopping and courier deliveries. This system offers a well-organised and intuitive platform to assist individuals and support teams in effectively reporting, tracking and resolving such incidents.

Key features of the system include item reporting for both lost and found, user registration and login, tracking number management, submitting feedback. By enabling users to take proactive measures to find their missing packages or report items they may have found, it seeks to empower users.

This application was created with functionality and simplicity in mind, guaranteeing that all users, irrespective of technical expertise, can easily navigate and use the system. This system connects the two sides and makes it easier to communicate for quicker resolutions, whether you are a customer who has misplaced a package or someone who has located an unclaimed package.

To assist users in efficiently utilising each feature, this user manual offers detailed instructions. In order to guarantee a seamless system experience, it also contains useful advice, screenshots and troubleshooting instructions.
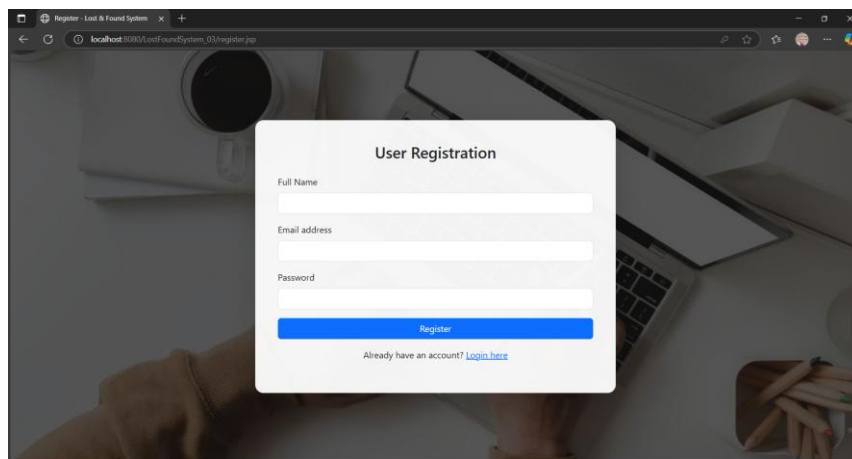
2. SYSTEM REQUIREMENTS

In order to get the greatest towards of the Lost & Found Package Tracking & Resolution System, users are advised to use contemporary web browsers like Google Chrome, Mozilla Firefox or Microsoft Edge, ideally the most recent versions. The web-based system gives users flexibility and accessibility across a range of devices and is compatible with major platforms like Windows, macOS and mobile browsers. For the application to function properly, a steady internet connection is necessary. The Apache Derby database is used for data management and storage in the system, which is installed on the GlassFish Server. Users must be registered and logged into their accounts in order to access the system's essential features, such as managing information or submitting reports.

3. ACCESSING THE SYSTEM

Open any contemporary browser like Microsoft Edge, Mozilla Firefox or Google Chrome to gain access to the system.
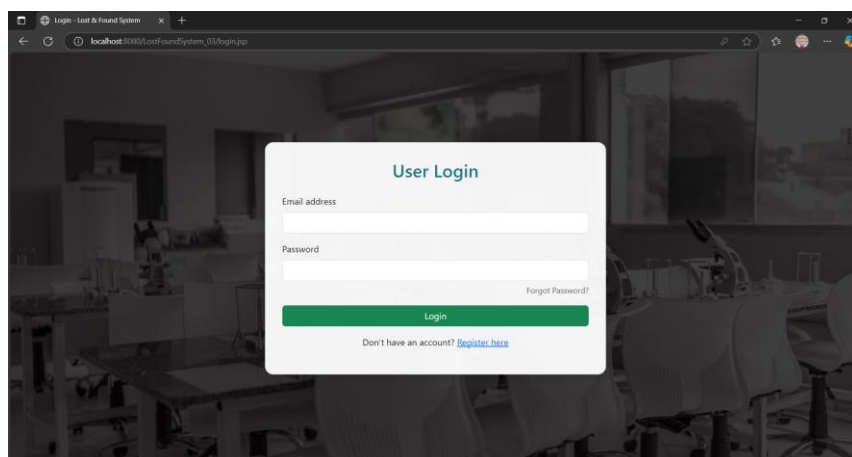
Enter *http://localhost:8080/LostFoundSystem_03/* in the address bar and hit Enter. The login page will be displayed to you.

To create an account if you are a new user, click the "Register" button. Enter your password, email address, and full name. Your account will be successfully created once the form has been submitted.
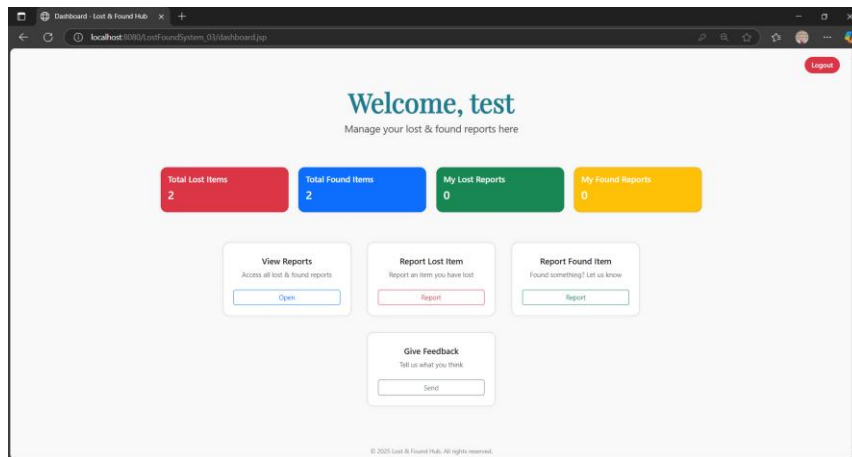

Go back to the Login page after registering. To access the main dashboard, click "Login" after entering your email address and password.

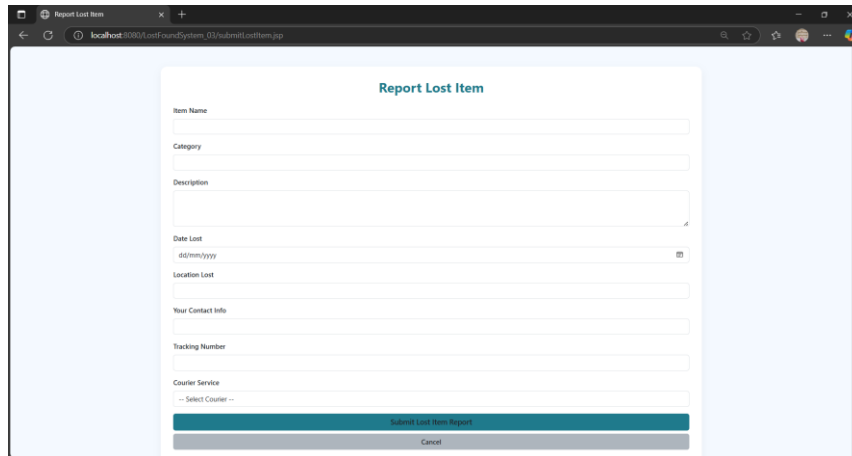You can start using the system's features on the dashboard after successfully logging in.

Users are taken to the main dashboard of the system after successfully logging in. This dashboard acts as the main hub, providing simple access to all important functions like logging out, viewing reports, reporting lost or found items, and providing feedback. Users can complete tasks fast and effectively thanks to the clear and intuitive interface.
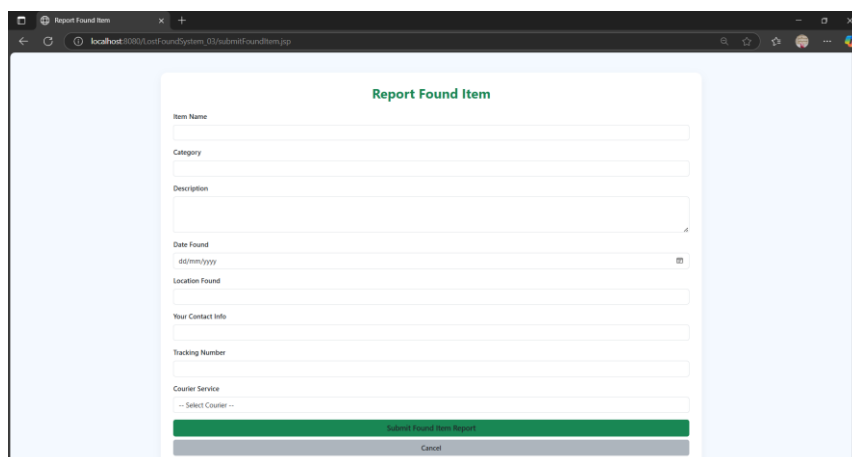
4. MAIN FEATURES & HOW TO USE

i. Report Lost Item

From the main dashboard, select "Report Lost Item." Complete the item name, category, description, and tracking number, among other mandatory fields. Click Submit after verifying ownership by checking the confirmation box.


ii. Report Found Item

To record a found item, go to the "Report Found Item" page. Enter the finder's details as well as the item's category, description and tracking number. You can also add more notes of the item you found. To alert the system, submit the report.
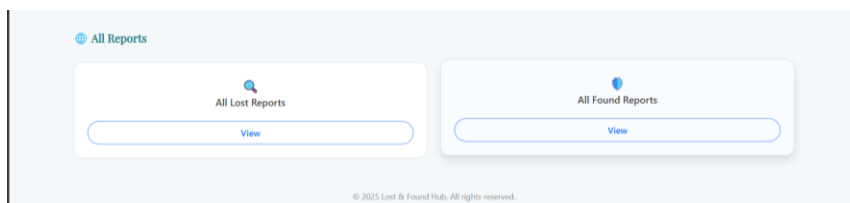
iii. View My Reports

Users can view all of their submitted Lost or Found item reports with this feature. Users can edit or remove their own submissions if necessary and each report is listed with its specifics.
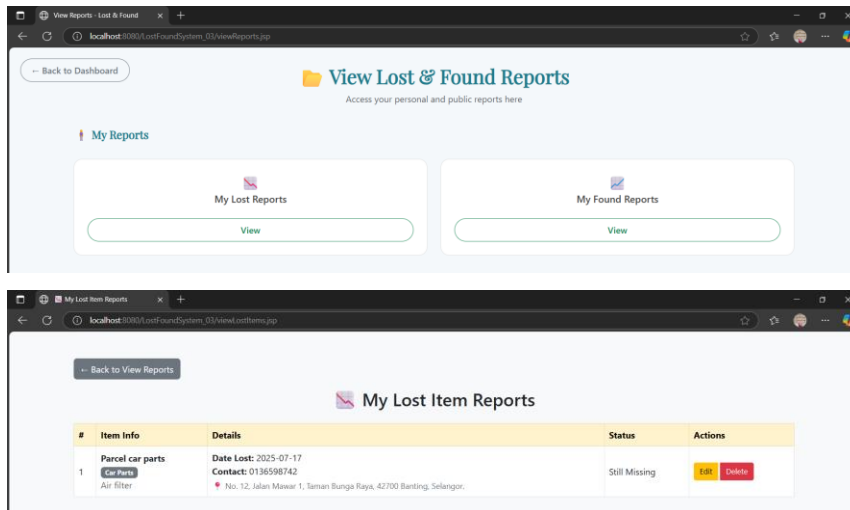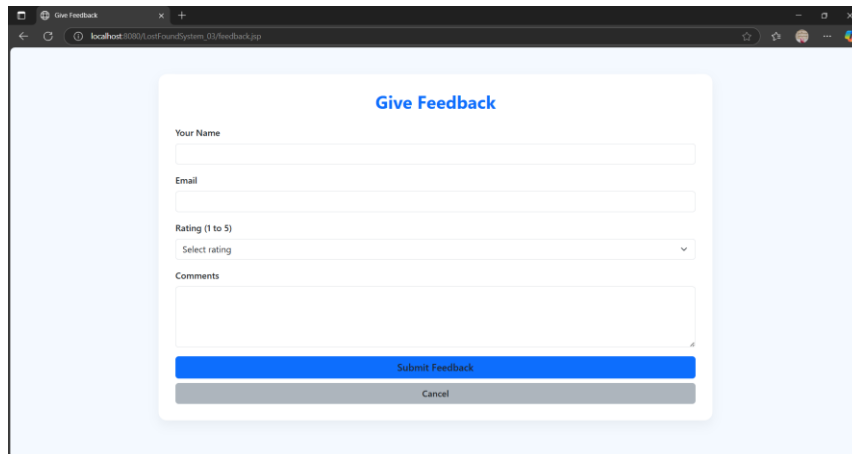

iv. View All Reports

All of the Lost and Found reports that other people have filed are available for users to browse.
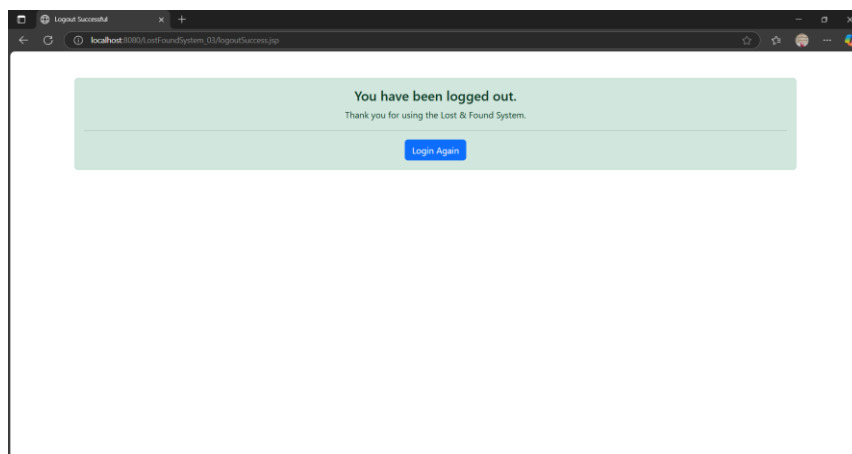
v. Feedback

Users can express their ideas, compliments, or complaints via the Feedback page. Users can contribute useful information to help the system get better by entering their name, email address, and message.
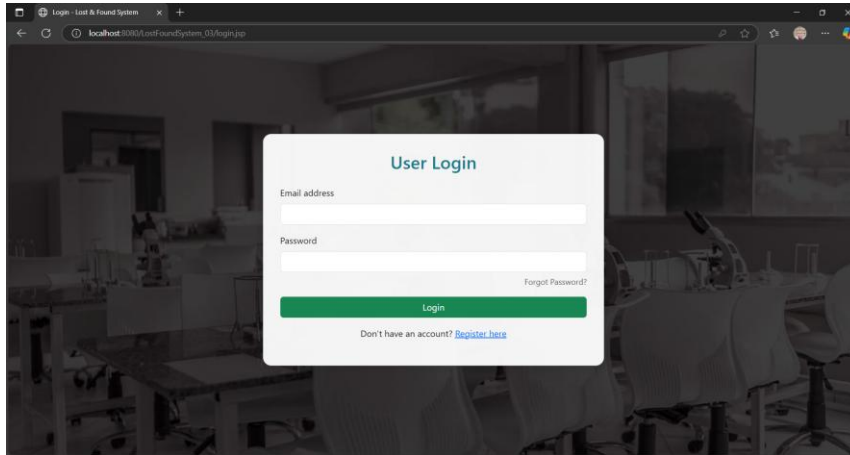

vi. Logout

Users can safely end their session and stop unwanted access to their account by clicking the Logout button after finishing their tasks.
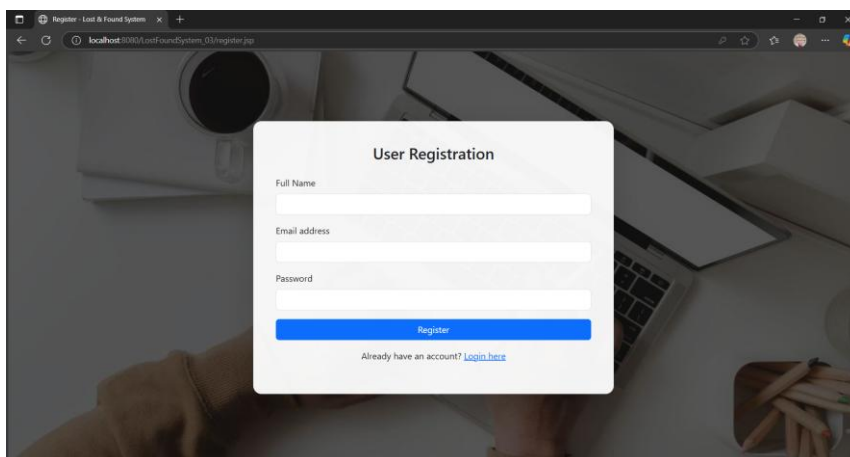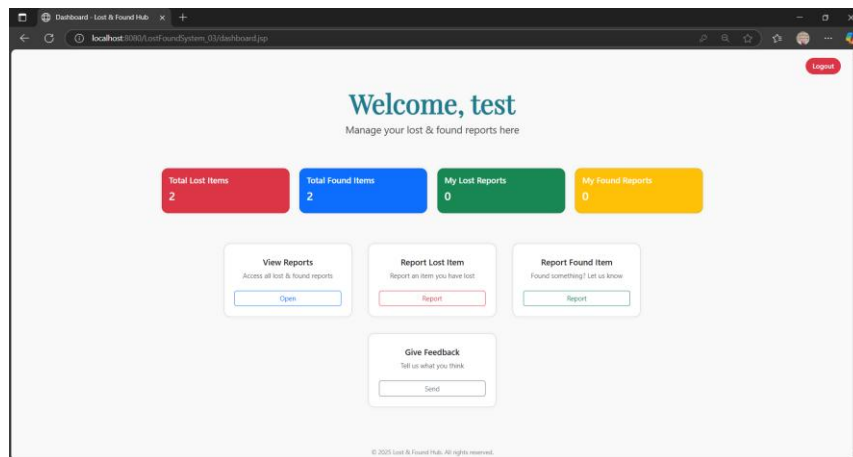
5. SCREENSHOTS

i. Login Page

Shows the login page where users can access the system by entering their password and email address.

ii. Register Page

Displays the registration form where new users can enter their email address, password and full name.

iii. Dashboard

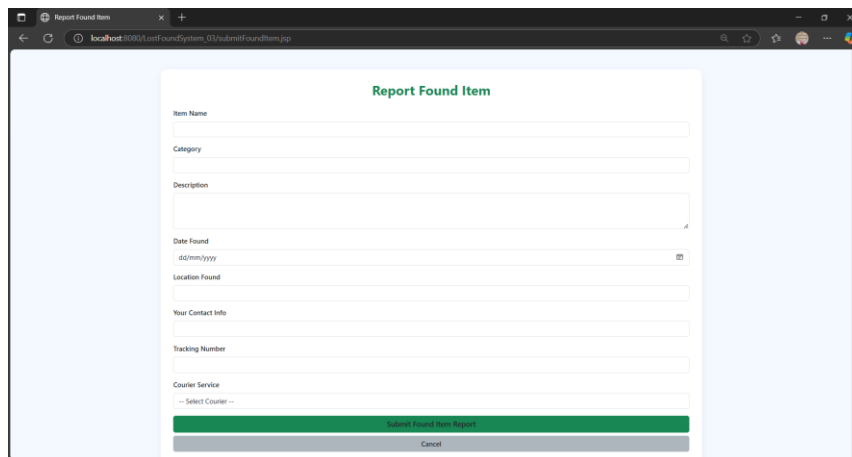Following login, the primary landing page with navigation options to view reports, report items, provide feedback and log out.

iv. Report Lost Item Page

Users can report a lost item using this form interface, which includes the item's details and the tracking number.

v. Report Found Item Page

Finders fill out a form to report found packages, adding item details, contact information, an optional photo, and notes.

vi. View My Lost Reports

Shows a table with all of the lost reports that the current user has submitted. There are edit and delete options for every entry.

vii. View My Found Reports
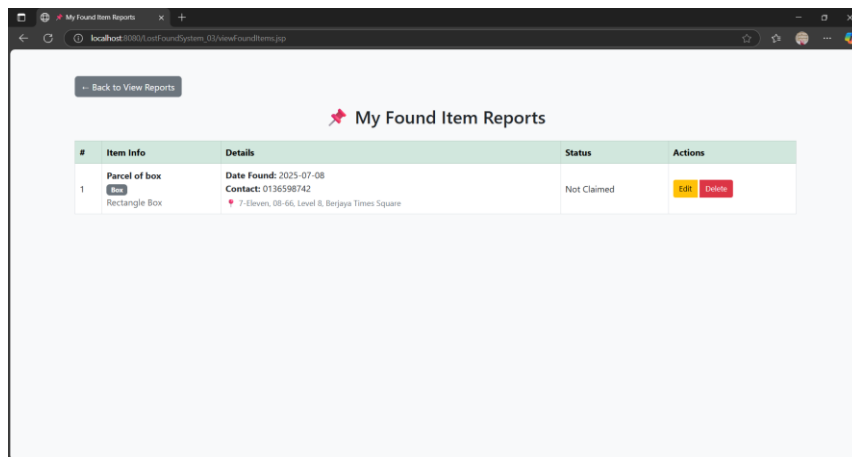
Lists the found item reports that the user has submitted, along with editing and deletion options.

viii. View All Reports

Shows every user-submitted lost and found item report. Anyone can browse reported items on this page, which is open to all users.

ix. Edit Lost/Found Item Page
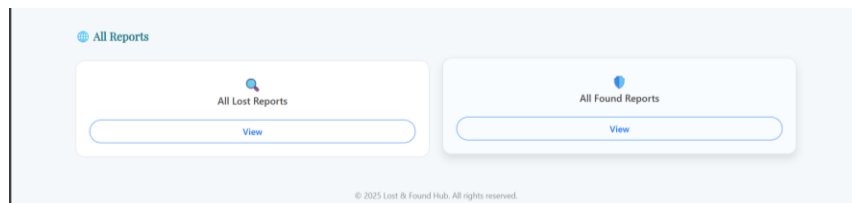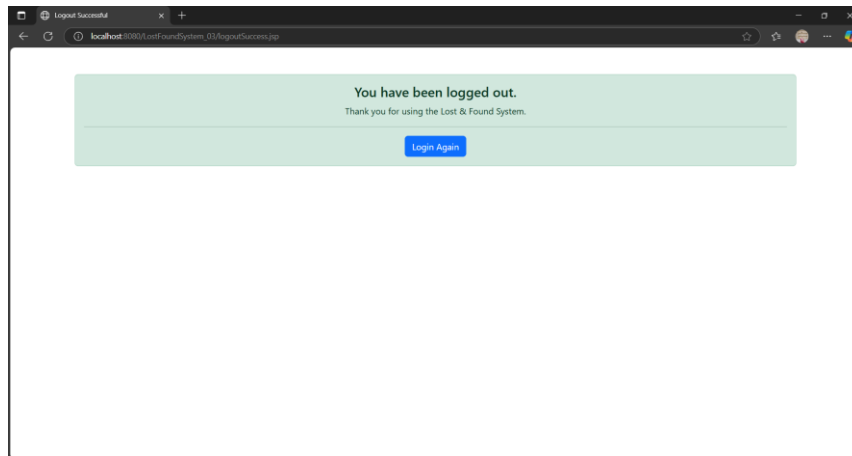

This page lets users change the information in a report that has already been submitted. Pre-filled data makes editing simple.

x. Feedback Page

A straightforward form where users can enter their name, email address and comments, suggestions or complaints.

xi. Logout Confirmation

Screen that redirects or displays a confirmation message after a user logs off of the system.

6. TROUBLESHOOTING

When using the Lost & Found Package Tracking & Resolution System, users can find solutions to common problems in this section. Users should confirm that their email address and password are entered correctly if they are unable to log in. Before trying to log in, new users must register. Users should make sure that the URL is typed correctly if a "Page Not Found" error occurs, or ask the system administrator for assistance if the issue continues. By offering simple fixes without requiring technical assistance, this troubleshooting guide seeks to enhance the user experience.

Issue	Solution
Cannot Login	Ensure your email and password are correct. If forgotten, contact admin to reset credentials.
Page Not Found	Verify the URL is typed correctly or refresh the page. Check if the server (GlassFish) is running.
Session Timeout	If idle for too long, your session may expire. Login again to continue using the system.
Form Not Submitting	Ensure all required fields are filled correctly. Check for any missing or invalid input.
Cannot See/Edit Reports	Make sure you are logged in with the same account that submitted the report.
Feedback Not Saved	Double-check if all feedback fields (name, email, message) are filled before submitting.

7. CONCLUSION

The purpose of this user manual is to assist users in efficiently navigating and using the Lost & Found Package Tracking & Resolution System. User registration, login, lost or found item reporting, viewing submitted reports, giving feedback and safely logging out are all covered. All users should have a seamless and easy-to-use experience thanks to detailed instructions, important screenshots and a troubleshooting section. Following this guide will help users report and track lost or found items more effectively, which will help the e-commerce logistics environment's package resolution process become more responsive and well-organised.