

### \*\*\* EXPERIMENT NO-01 \*\*\*

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#### OBJECTIVES:

- 1 To provide fast access to the service.
- 2 To update information at ease.
- 3 To ensure faster and errorless bill issuing process.
- 4 If in case any document or consignment got missed we can get its information with the service.

#### USERS AND FUNCTIONALITIES:

USER	FUNCTIONALITIES
Registered User	<ul style="list-style-type: none"><li>• Login</li><li>• Book consignment</li><li>• Track consignment</li><li>• Complaint about consignment (if any)</li></ul>
Guest	<ul style="list-style-type: none"><li>• Book consignment</li><li>• Search availability of service</li></ul>
Administrator	<ul style="list-style-type: none"><li>• Login</li><li>• Generate periodical reports</li><li>• Edit branch details</li><li>• View branch and employee details</li><li>• Edit employee details</li><li>• View complaints and reply</li></ul>
Pickup Staff	<ul style="list-style-type: none"><li>• Login</li><li>• View booking details</li><li>• Update pickup status</li></ul>
Delivery Staff	<ul style="list-style-type: none"><li>• Login</li><li>• View booking details</li><li>• Update pickup status</li></ul>

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### SAILENT FEATURES:

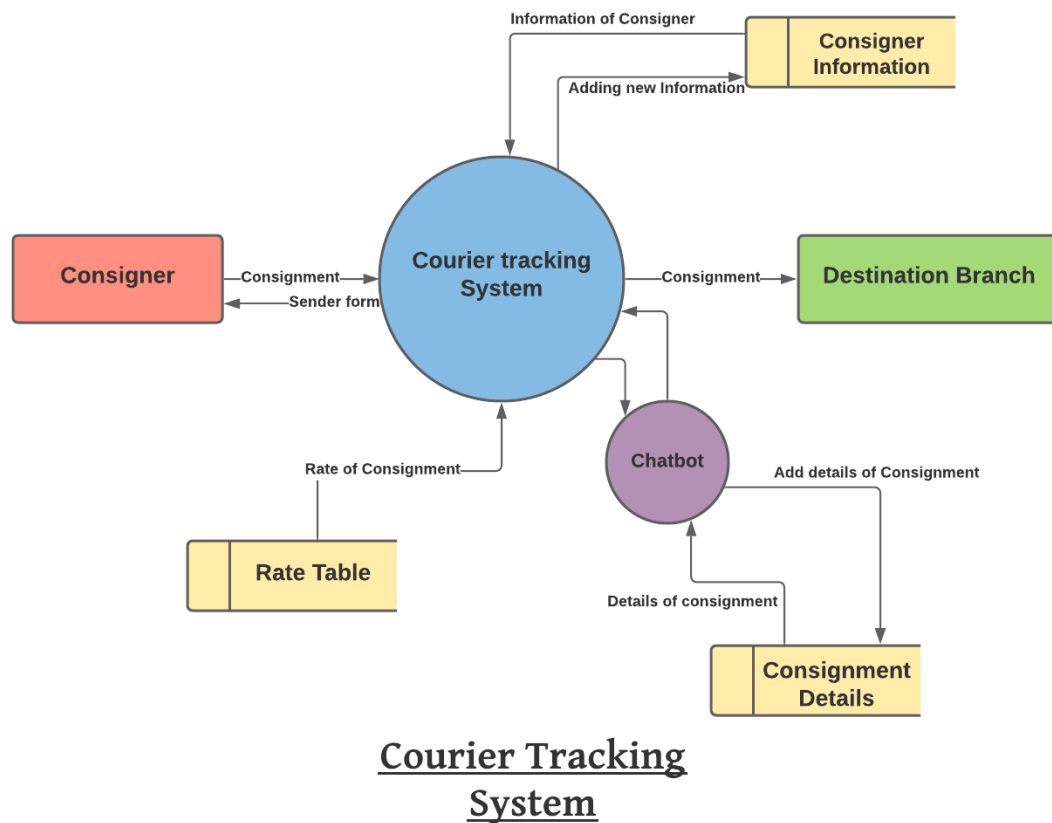


Fig. 1

### Some features are as follows:

- 1- **Customer Information:** The details of the customer has to be stored for further activity.
- 2- **Order and Dispatch:** The time and location of the order will come to know at every point.
- 3- **Payment:** The type and method of billing along with its details of the amount and taxes applied will get updated unequivocal way.
- 4- **History:** The record of any user's past purchases can be reviewed.
- 5- **Price estimator:** Calculation of price for each parcel/package to be delivered considers destination distance, weight, mode before booking.

- 6- **Limited Access** – The Courier management system holds lots of data in the cloud, it is essential to restrict the access to software with admin-based permission.
- 7- **Client /customer Management** –The aim of this feature is to handle clients/consignee freight rate, login, and consignor list. It also allows clients to query and resolve parcel delivery issues.
- 8- **Online Payment** –The online courier software accepts money wallets like Paytm, Google pay, phone pay and more. This feature facilitates billing and generates an invoice for each parcel delivered.
- 9- **Barcode** – A bar code is a visual data in a machine-readable form. They are applied to parcel/goods to identify quickly during dispatch/delivery. Each parcel/package is assigned a unique tracking no (AWB no), these numbers are labelled to a parcel, stored in the cloud as well for reference.
- 10- **Courier Branch management** –The main objective of software for courier management is to promote inter-branch synchronizations in real-time to manage orders and deliveries. This is a must-have feature of any courier management system.
- 11- **Mobile app notifications** –All the updates regarding the dispatched time, current transit status, and delivery time are sent through the mobile app. It also sends information about received and pending payments.

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## Advantages:

**There are several Advantages of using the Courier management system in a business setting are:**

1. **Cost savings:** This system manages the human and other resources in such a way that cost of delivery of each consignment decreases and help the company to get more profit.
2. **Increased efficiency:** The courier management system allows the process of delivery of consignment faster than before. This also increases the customer satisfaction level.
3. **Data security:** By supplementary with the restricted user rights, company managers can allow many employees to contribute in courier management.
4. They can process the consignment and **update the status** only with the authenticated process to make user data secure which is our main concern in this era.

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## CONSTRAINTS :

1. Web services can be used to know exact delivery status of packets.
2. Client can check the repacked delivery status online.
3. Distributed database approach in place of centralized approach.

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