

**Documentation By:  
Syed Muhammad Hassam Uddin**

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# CERTIFICATION OF COMPLETION

This is to certify that **Syed Muhammad Hassam Uddin, Osama Alam, Fariyal Yusuf and Muhammad Rehan** have successfully completed the Courier Management System Development Project on **May 31st 2024**

We recognize the dedication, hard work, and commitment demonstrated in developing a comprehensive web application for courier management, which has significantly enhanced operational efficiency and customer satisfaction.

**Presented by: Batch FN 319**

**Presented to: Aptech Tariq Road**

# PROBLEM STATEMENT

The current courier management system of the organization is handled manually, which poses several challenges in terms of efficiency, accuracy, and customer satisfaction. Manual handling of records leads to errors, delays, and difficulty in tracking and updating the status of consignments. This negatively impacts the organization's ability to provide timely and accurate information to its customers regarding their packages.

# CUSTOMER REQUIREMENT SPECIFICATION

Courier management system is a management software designed by considering various factors in courier billing system. The proposed web app will help to manage customer information, package details, generate reports, app billing. Courier management web application will be a comprehensive and complete application will be able to manage all its operations and also the tracking and manage delivery info all registered consignments or packages, manage customer related information. The web app provide necessary info of status. Admin will update the details of both sender and receiver include status of booked package or consignment.

1. Login Page

2. Register Page

3. Front pages of website for advertisement and visitors

4. Admin panel

5. Agent panel

6. Customer panel

7. Add Packages

8. Manage Packages

# Project Plan

## Project Overview

Project Name: Courier Management System Development

Project Manager: Syed Muhammad Hassam Uddin

Start Date: May 7th 2024

End Date: May 31st 2024

Project Sponsor: Aptech Tariq Road

## Objective

Develop a web application to automate and streamline the courier management process, enhancing operational efficiency and customer satisfaction.

## Project Scope

### Inclusions:

Development of a web-based application.

Features for customer information management.

Package tracking and status updates.

Real-time tracking capabilities for customers.

Automated status updates by admin.

### Exclusions:

Mobile application development.

Hardware procurement or setup.

Maintenance and support beyond the initial launch phase.

## Project Timeline

### Week 1 Initiation (1 weeks)

Project Kickoff Meeting

Requirement Gathering and Analysis

Project Charter Development

Phase 2: Planning (3 weeks)

### Week 2 Planning & Design (1 weeks)

Detailed Project Plan

Resource Allocation

System Design Document

Database Design

User Interface Design

### Week 3 Development, Testing and Deployment (1 weeks)

Backend Development

Frontend Development

Integration of Modules

Unit Testing

Final Deployment

Post-Deployment Updates

## E-R Diagrams

## Final Check List

1. Login

2. Register

3. View all packages

4. Create new accounts

5. Front Website

6. Backend Panel

7. Logout feature

# ACKNOWLEDGEMENT

First of all, we would like to thank Almighty Allah for giving us strength and ability to complete this project.

And then, we would like to express my special thanks of gratitude to our teacher Sir Noman and Sir Saad who guided us on the project “Courier Management System”, FedUp Delivery. They also helped us in doing a lot of new learning and we came to know about so many new things we are really thankful to him.

We are highly thankful to Sir Noman and Sir Saad for his guidance and constant supervision as well as for providing necessary information regarding the project & also for his support in completing the project.

Lastly, we would also like to thank our parents and friends who helped us a lot in finalizing this project within the limited time frame. We also express our sincere gratitude to E-Project team from Aptech Head Office, for their valuable guidance and support for the completion of this project. We earnestly hope that this project will provide all the necessary information required by the user to fulfill his/her inspiration. However, suggestion and Feedbacks for improvements will be thankfully welcomed & acknowledged.

# PROJECT SYNOPSIS

Courier management system is currently handled manually by the organisation and facing various challenges in maintaining records and providing information to it’s customers. Tracking and handling of couriers is becoming tedious for the organisation.

# System Modules:

## Admin

* Login
* New courier
* View all courier details
* Send SMS – From to
* Send delivery SMS
* Update/ delete courier
* Create agent
* Manage agent
* Manage customer details
* Status count
* Download report for shipment

## Agent

* Login
* New courier
* View all courier details
* Send SMS From to
* Send delivery SMS
* Status of branch
* Download report from branch

## User

* Register
* Login
* Track consignment number
* View status
* Print status

# Module Description

* Admin Login
  + Admin will have his/her own login details (username, password) to access the system
* Create Bill – Admin , Agent
  + Admin can create a Courier Bill after logging in. Bills contain the details of sender, receiver, courier type, delivery date and Courier Company.
* Update bill– Admin , Agent
  + They can also update the Bill with the entries and if there is any modification. Agent can view the list of details of his location only.
* Manage Customer details
  + Admin can manage all the Customer Details in a separate and secured Database
* Reporting
  + Reports of all the Bill can be viewed by the admin of the system
* Logout
  + At last they can logout if they have done with their actions on the database.
* Admin & Agent Dashboard
  + Status Counts
    - View total status count for shipment, in progress, delivered.
    - Admin will view all location status counts.
    - Agent can view only from or to location of his branch.
  + Add Shipment
    - New Courier
  + Manage Shipment
  + Print Shipment
    - User can print tracking details
  + Download Report (XLSX)
    - Date Wise
    - City Wise
* Admin Dashboard
  + Add Agent
    - Can view only “from or to” location
  + Create Agent city wise login
  + Manage Customer
    - Search
* User Login
  + Track Shipment
    - User can search using consignment tracking details
  + Shipment status
  + Print

User can print tracking details

# HARDWARE AND SOFTWARE REQURIEMENTS:

Hardware

• A minimum computer system that will help you access all the tools in the courses is a Pentium 166 or better

• 128 Megabytes of RAM or better

Operating System

• LINUX / Windows 2000 Server (or higher if possible)

Software

• PHP

• MySQL

• PERL

• Apache

# User Guide

## Front-end Website Screenshot:

### Home Page









