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A PROJECT REPORT ON E-Courier Management System

E-COURIER MANAGEMENT SYSTEM

**A project submitted in partial fulfillment of the requirements for the
degree of Bachelor of Science in Computer Science & Engineering.**



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CERTIFICATE



This is to certify that the project paper entitled "E-COURIER MANAGEMENT SYSTEM" submitted by Hosney Jahan, Roll No: 0802027 & Mst. Kaniz Fatema, Roll no: 0702029 have been carried out under our supervision. This project has been prepared in partial fulfillment of the requirements for the Degree of Bachelor of Science in Computer Science & Engineering.

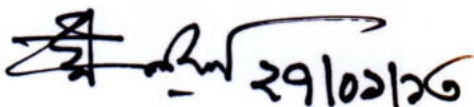

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To our beloved parents and honorable teachers

Hosney Jahan
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First of all, we wish to acknowledge the immeasurable grace and proud kindness of the almighty, the supreme authority of the world. A project always is a result of collaborative efforts. This one has been especially so. We are indebted to many people who have made this happen. It is the right time to speak out the word of thanks for them. I sincerely admit that without their efforts & blessings, this project would not have taken its presence.

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Date: 27.01.2013

Authors

ABSTRACT

This present study **E-Courier management system** or **ECMS** has been developed to keeping in mind the heights of “Information technology has reached to new height” and when everything is powered with computers does make a great difference. The targets of our online courier service system is to pickup and deliver parcel or consignment from different user via online booking. Cost of the service is calculated according to the parcels weight, height, length, diameter and distance of sending and receiving branch. User can pay the service charge online via credit card and they can easily check their delivered parcel’s status by a given track number which will be sent automatically to the sender’s email after booking. There are two types of admin, they are main admin and branch manager. As well as the administrator’s functions are update and delete branches, adding new branches, view the status of parcels, update parcel rates etc. The functions of branch manager are updating parcel status that means the current location of the parcels, delete parcels, sort parcels etc. The system has been developed by designing appropriately in which the users can interact with the system easily. All related data has been analyzed considering data relation, data modeling and normalization of data file structure using appropriate tools. The system has been designed in response to the concept of system analysis and design. We try our best to keep the system free from errors and inconsistency. The languages that are used to develop the system are HTML, PHP, CSS, Java script, AJAX and MYSQL database is used to store and process various types of information.

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Chapter- 1

Introduction

1.1 Introduction

In modern age, as time increases, needs & requirements of the person are also increased. They want more facility & try to do their task quickly & within time. Today's world is very fast and competitive. To achieve the success in this competitive world, one should be aware of the computer and the information related to the concerned business because computer and the information plays an important role manually. Right information available at the right place makes the decision process efficient. Hence the identification of the current and future requirement becomes a basic need of any flexible information system.

ECMS is a system which manages the work regarding the services of the courier in an effective & efficient manner. Basically it stores the information regarding the customer and his material, which has to be couriered.

1.2 History of Courier management system

People of our country are quite familiar with Courier service system. Courier service business had started its Journey in the Private sector from a very large time. For example Sundarban and Continental courier service had started their journey in the Private sector in this part of the soil of Bangladesh, since 1983. Though now a days the present world is based on information technology but these courier systems still works manually. Some of them use the computerized system to keep the information and records but the overall processing is done manually.

1.3 Objectives of ECMS

We know that modern age is an age of information and technology. Everyone wants to do everything in a small amount of time. The internet has totally changed our mode of life. All types of information are available here within a single click of mouse. The present manual courier system is very time consuming. The online courier service is one of the

solutions to this problem. It is a process that works dynamically. It keeps all the records and controls the whole management system online. The courier service company has number of branches, which are spread over the country. So that when person wants to send things then he has to contact at nearest courier service branch by online booking. Our aim is to make the courier system more efficient and make human life easy.

1.4 Development

Our ECMS is an open system. Here the customer who wants to send parcel he/she just need to visit our website and after registration he/she has to book parcel for sending and has to pay for the service. Finally the parcel sends to the destination or to the receiver.

1. There are two type of admin, one is admin section, where the administrator can insert, update, delete branch, delete user, parcels rate update view the users query and give answer. Administrator can see branch wise and also date wise parcel information .The administrator can also see the transaction information. Another admin is branch manager, who can update status, batch parcel according delivery type and also date wise.

2. In user section the normal user can only see the website information. If the user registers with the system then he/she can booking parcel for send. For booking parcel at first user have to fill up a quote form for viewing the cost of parcel then if he/she wants to continue booking then he/she has to fill up the booking form. After booking user has to pay the service charge via online payment and a track number is send to his/her email address. Using this track number user can easily check his/her parcel status.

3. Providing high security.

1.5 Existing system

The present courier system involves a lot of the employees at the office. The data for a particular courier maintained in a proper file. A person summarizes all the data of the courier in a register, this work require a high-level of attention since it has to be taken care that no wring entry goes into the register. This repetitive work may lead to errors in the entry thus resulting in the wrong entry of courier packed data.

Since the data is maintained in the registers, the modification of data cannot done easily. The previous information has to be erased and overwritten or a new page has to be allocated so that both the old and new information can be written on the same page.

The summarizing of the data i.e. preparation of an up to data report is very complex, it require a lot of hard work and searching through the different register so as to condense the data for presentation.

1.6 Limitations

From the client site, the entire work was achieved manually and they manage all their billing and services manually. Because of the manual system there are so many problems occurred in the existing system: -

- It involves managing a huge number of data each having separate data items.
- All the work is done at a very large volume, so we have a possibility of losing the data made an error.
- To look for a particular problem the entire system is searched, so the process becomes more time consuming.
- In courier services, the payment is made in cash. So for the billing procedure , they have to refer all the records in a file. For this reasons this task is more time consuming.

1.7 How existing system works

The working procedure of existing courier management system in diagram is shown below-

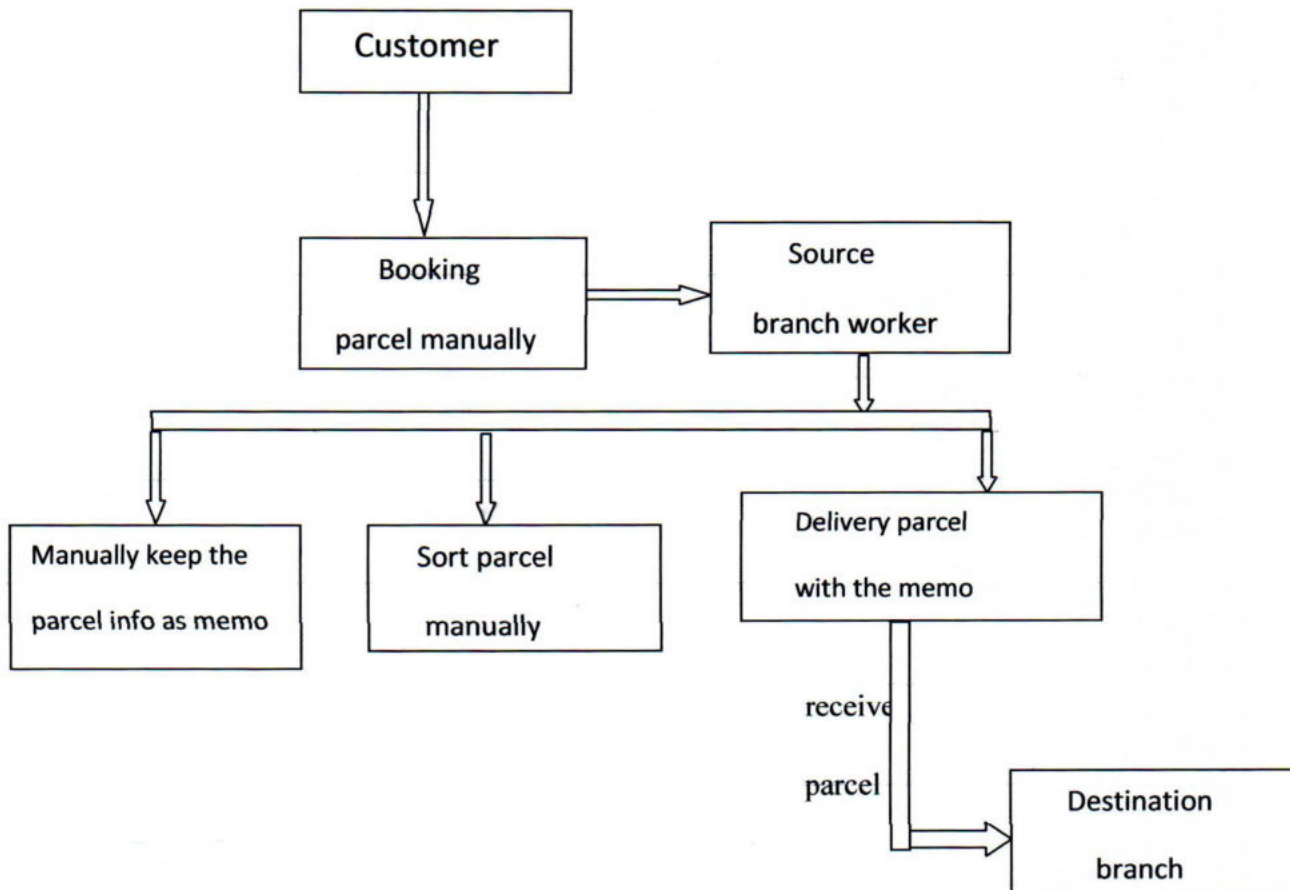


Fig 1.1: Working procedure of existing courier system.

Chapter-2

Proposed System

2.1 Proposed system

After a detailed study of the existing system, it is evident that it does not fulfill the objective of the organization. To make the objective possible for the organization, it is required to have a computerized information system with the help of which all tasks can be processed more accurately and quickly. Our ECMS is an open system. Here the customer who wants to send parcel he/she just need to visit our website and after registration he/she has to book parcel for sending and has to pay for the service. Finally the parcel sends to the destination or to the receiver.

The functions of this application are as follows:

- Admin creates new branches
- Admin updates and deletes the information of branches
- Admin updates the rate of the consignments
- Branch manager updates the status of the parcels sent by the customers
- Branch manager assembles the parcels of his branch
- Customers can book parcels online

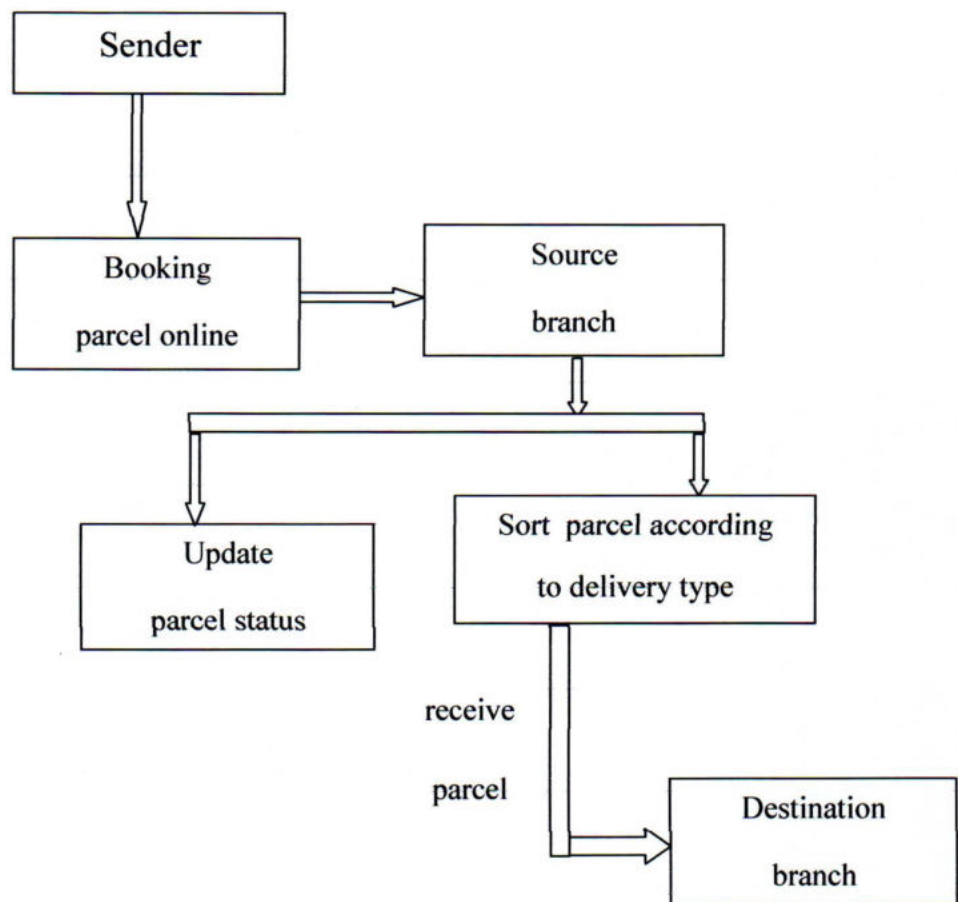


Fig 2.1: Working procedure of proposed courier system.

2.2 Advantages of our proposed ECMS

Computerizing of the existing system is done with the help of some programming language & some database packages. So it will ease the work of the system.

- The courier system picks parcels from the senders place and delivers it to the receiver so makes life more comfortable.
- Parcel type, height, weight, length, diameter is entered by the user & according to this 'Total Taka.' is calculated automatically and shown to the user.
- Each parcel contains a track no. which is an unique no. By using the track no. senders can check the status of the parcel that means the current location of the parcel.
- Sender can also easily check parcel status which is given to his/her email address if he/she wants. Track number is a unique and secured number so the tracking system gives the user more security.
- Make a payment by online payment system.
- After the delivery of the parcel the parcel status will be updated with the signature of the receiver.
- The system is such that it stands up to the user expectations like easy and faster retrieval of information.
- Work carried out by the staffs at various stages will be less time consuming.

2.3 Features of the proposed system

- In computer system of the courier service computation of the rate is easily & quickly done
- Computer system of the courier service provide fast access.

- If our documents or any consignment is missed then we can know it easily using the databases in the computer system of courier services.
- It contains better storage capacity.
- Accuracy in work.
- Easy & fast retrieval of information.
- Decrease the load of the person involve in existing manual system
- Work becomes very speedy.
- Easy to update information.

2.4 Boundary of the proposed system

- Source branch
- Consignor
- Courier Man / Delivery Boy
- Transformation Way
- Consignee
- Destination Branch

2.5 Feasibility Considerations

The main objective of Feasibility Study is documenting each of the potential solutions of a system to identify the likelihood of one or more solutions meeting the stated requirement. In feasibility study phase of our **ECMS** we have undergone through different Level of

Analysis and designed a Web-based System. Our Designed System shows following feasibility considerations:-

Technical Feasibility: Technical Feasibility is that which centers on the existing computer system (Hardware and Software) whether it can support the addition of proposed system. Our proposed system is technically feasible because:

- The system supports interactively with the user through GUI.
- The minimum configuration of hardware and software is required those are easy to install and handle the operation through online.

Economic Feasibility: For any system if the expected benefits equal or exceed the expected costs, the system can be judged to be economically feasible. Economic analysis is used for evaluating the effectiveness of the proposed system. The implementation of our management system is economically feasible as it provides

- Greater reduction on operational cost
- Better service time
- Improved services

Behavioral feasibility: Behavioral feasibility determines how much effort will go in the proposed information system and in educating and training the user on the new system, along with the new ways of conducting the business. It maintains the equilibrium of the organization. Our Candidate System is Behaviorally Feasible because there would be no difficulties with adequate training and it will be accepted by the user staff of the courier system. For this reason, our proposed system is behavioral feasible

2.6 Overall functional components of our system

This project is related to online courier service which provides booking parcels to the user. Any person can send parcel after registration and filling some prescribed form and for sending parcel they must need to pay via online payment.

The system provides Functionality for the user, branch manager and admin. There is some difference between the functionalities of each type of users.

Our software is divided into four sections which are as follow-

1. User section
2. Administrator section
3. Branch manager
4. Third party section.

2.6.1 Functions of User section:

It provides following functionalities for the user

- In the user interface of the proposed system user can view website information from the menu such as booking info, how it works etc
- For booking parcel user have to login first.
- After login to fill up some fields about the parcel to calculate the cost of the service charge of the parcel.
- After that if he want to continue booking he need to fill up some fields which are related to personal information and receiver information.
- Using track number sender can check parcel status which is given to his email address.
- User have to pay the service charge via online payment.

2.6.2 Functions of Branch manager section:

It provides following functionalities for the branch manager:

- Update parcel status
- Batch parcel according to delivery type

2.6.3 Functions of Administrator section:

It provides following functionalities for the Administrator:

- Create new branch.
- Updates and deletes the information of branches.
- Updates the rate of the consignments.

2.6.4 Third party:

The third party section getting the transaction information while the user proceeds after delivering his/her personal information. In this case third party receives the user credit information carefully so that the information will not be revealed to other. The information will be checked by the third party with central database as they are authorized agent. If the given information is valid then it is possible send the courier. And if the information is not valid then the user will not capable of getting the job. The admin section controls the agreement with third party.

Chapter -3

Structured Analysis & System Design

3.1 General overview of system design

The purpose of system design is to create a technical solution that satisfies the functional and non functional requirement of the system. The system should be designed in such a way that is very flexible to use for both the administrator and the user. In addition to designing the technical solution, system design is the time to initiate focused planning efforts for both the testing and data preparation activities. Our proposed system is dynamic. We have gathered lot of experience from the manual system about how the system works, what are needed to operate the system, what operation are needed to perform, who the user can be benefited by using this system. Our candidate system is an online system in which the user can easily send parcel from anywhere of the world. The administrator section is designed in such a way that the administrator can see all type of transaction. The administrator is also able to insert, update, delete branch and manage users.

3.2 Module design of ECMS

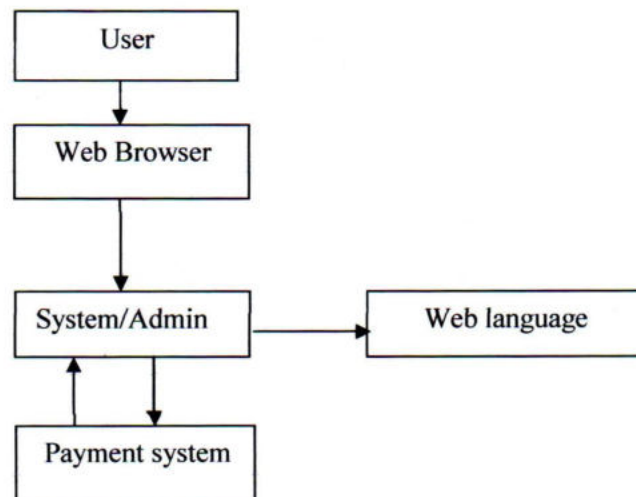


Fig 3.1: Module diagram of user

Use case diagram: It covers the whole Online Courier System and how it works. It makes easier to communicate between the client and the system developers.

- It is a set of scenarios that describing an interaction between a user and the system.
- It displays the relationship among actors and use cases.

The two main components of a use case diagram are actors and use cases as specified in the following diagram.

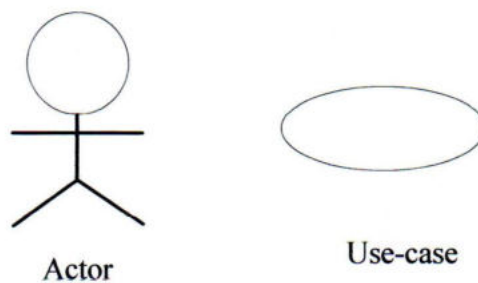


Fig 3.2: Symbol of Actor and use-case

An actor is represents a user or another system that will interact with the system you are modeling. A use case is an external view of the system that represents some action the user might perform in order to complete a task.

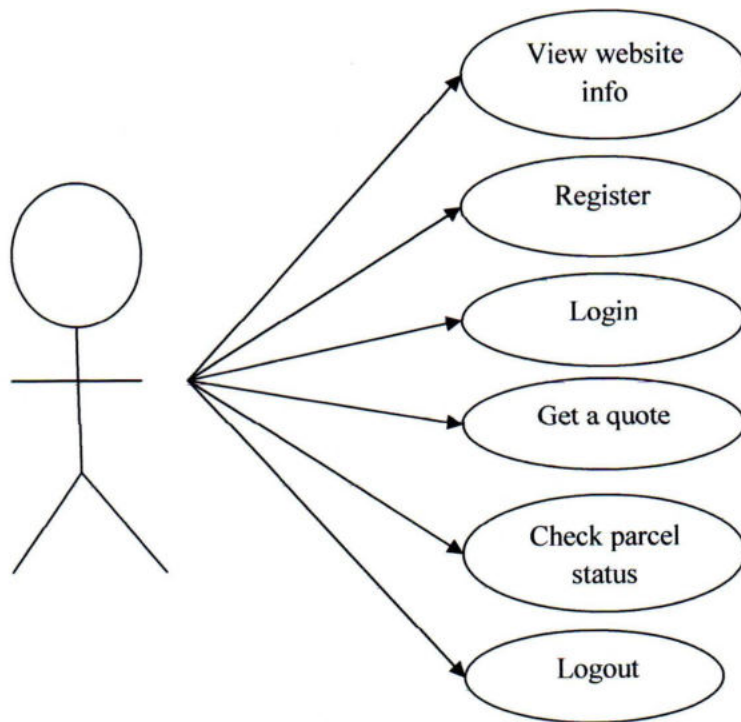


Fig 3.3: Use-case diagram for user

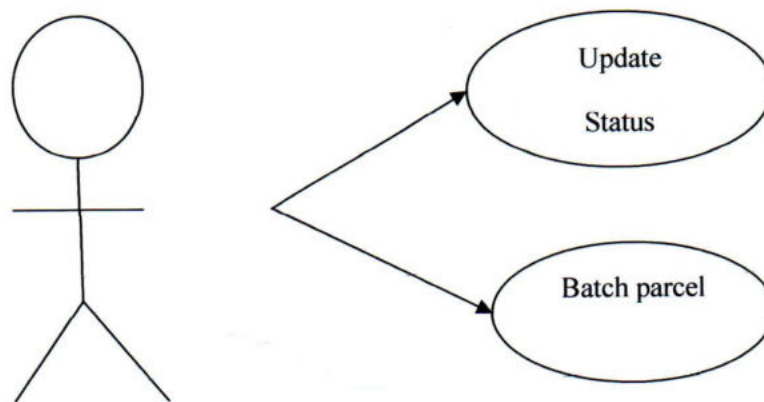


Fig 3.4: Use-case diagram for Branch manager.

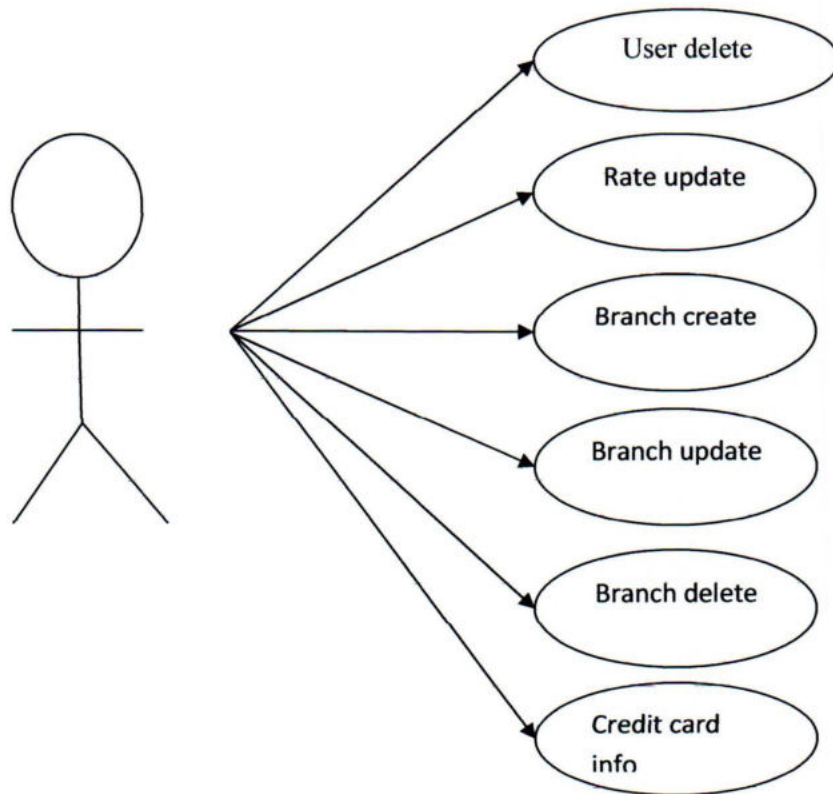


Fig 3.5: Use-case diagram for Admin

3.3 Input Design of ECMS

- User information (user email, name, password).
- User login (user id, password).
- Admin login (admin id, password)
- Branch manager login (branch id, branch name, password) .

3.4 Output Design of ECMS

- Showing the general website information
- provide the security of parcel delivery.
- A normal user can only view few information of website like booking info, help etc.
- The valid user can view details information and create booking by fill up the get a quote and booking form, after that he/she has to pay by credit card for booking.
- Branch manager can update status, batch parcel after login into the web site.
- After login the administrator can view details booking information and transaction information.

3.5 Data Flow Diagram

Data Flow Diagram is a logical model of the system; the model does not depend on hardware, software, and data structure or file organization. It is a graphical picture of the logical system. It is an excellent tool for communication with user to explain the system for him. Data Flow diagram describes what happen not how is happens. Data Flow diagrams have a notation for each of the components of a system. They also have a notation for representing different level in a hierarchy of detail used to describe the system. This notation makes it possible to represent an overall view of a large complex system and a detailed view of a part of a system using the same notation. Parts of a system can be isolated into independent subsystems. These work together as a unit to perform a set of processes that must be done together at one time. There is a standard process that an analyst can follow to make sure that all components of a system are identified.

Data Flow Diagrams are constructed from four basic building blocks:

- Terminators
- Data stores
- Data Flows and
- Process.

The different levels of data flow of the candidate system can be described by the following diagrams:-

Level-0 DFD:

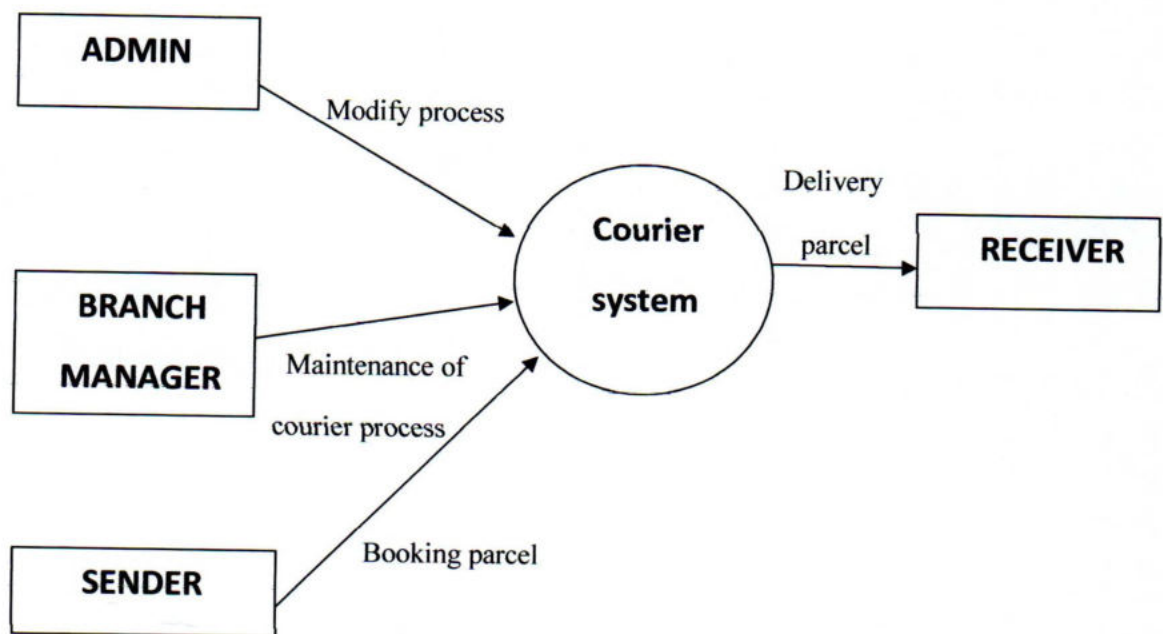


Fig 3.6: Level-0 data flow diagram

Level-1 DFD:

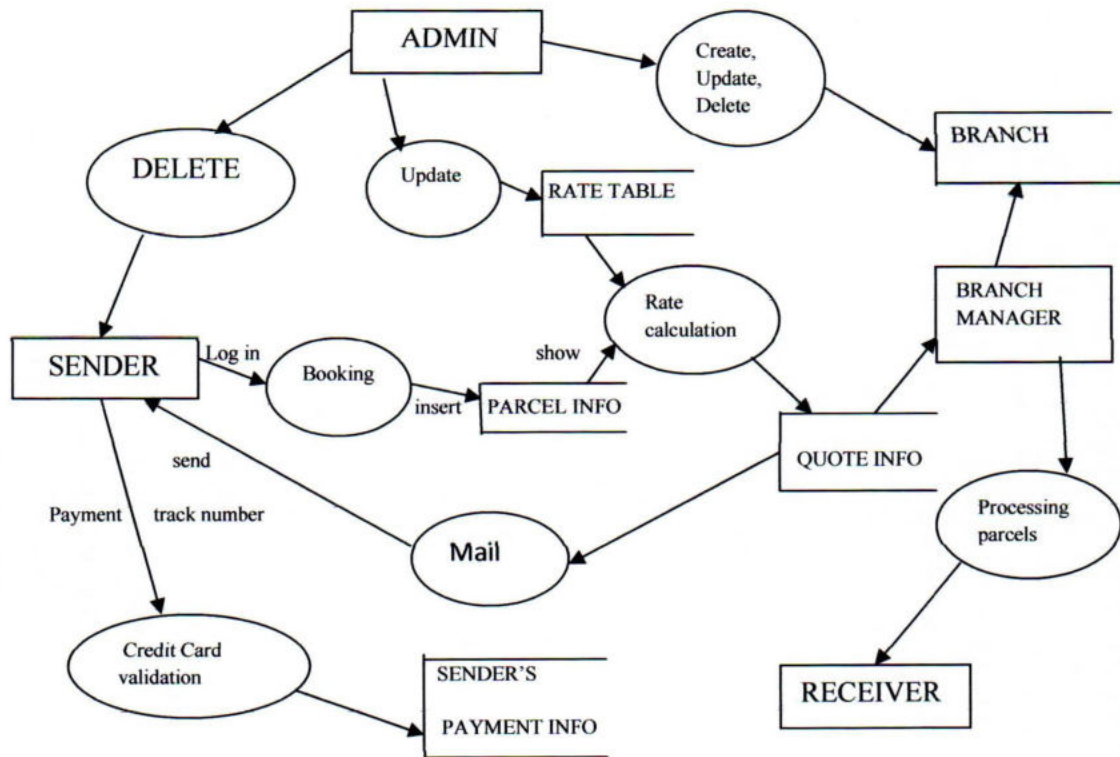


Fig 3.7: Level-1 data flow diagram

Level-2 DFD:

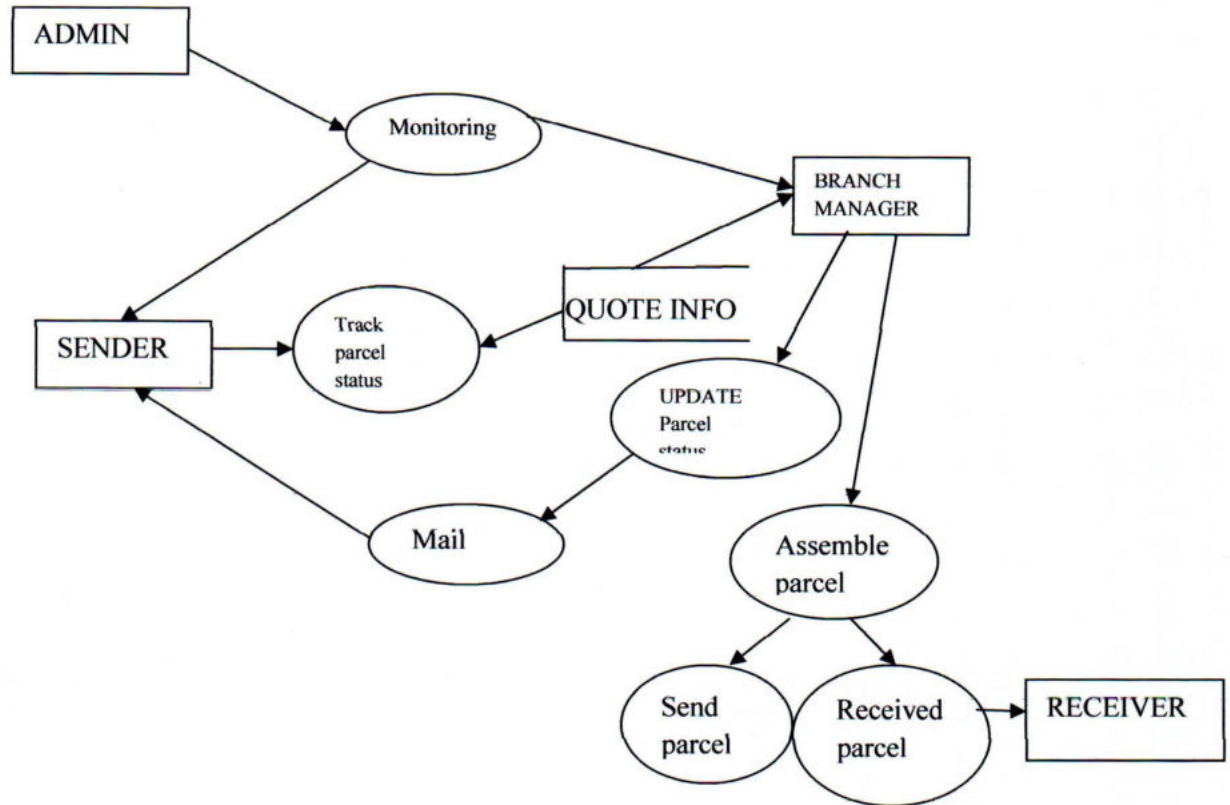


Fig 3.8: Level-2 data flow diagram

3.6 E-R Diagram

A relational database consists of tables. Each of which is assign a unique name, a row in a table represents a relationship among a set of tables. The relationships of various tables of **ECMS** are given. So that, we can easily determined that how the database works on that project

ER Diagram:

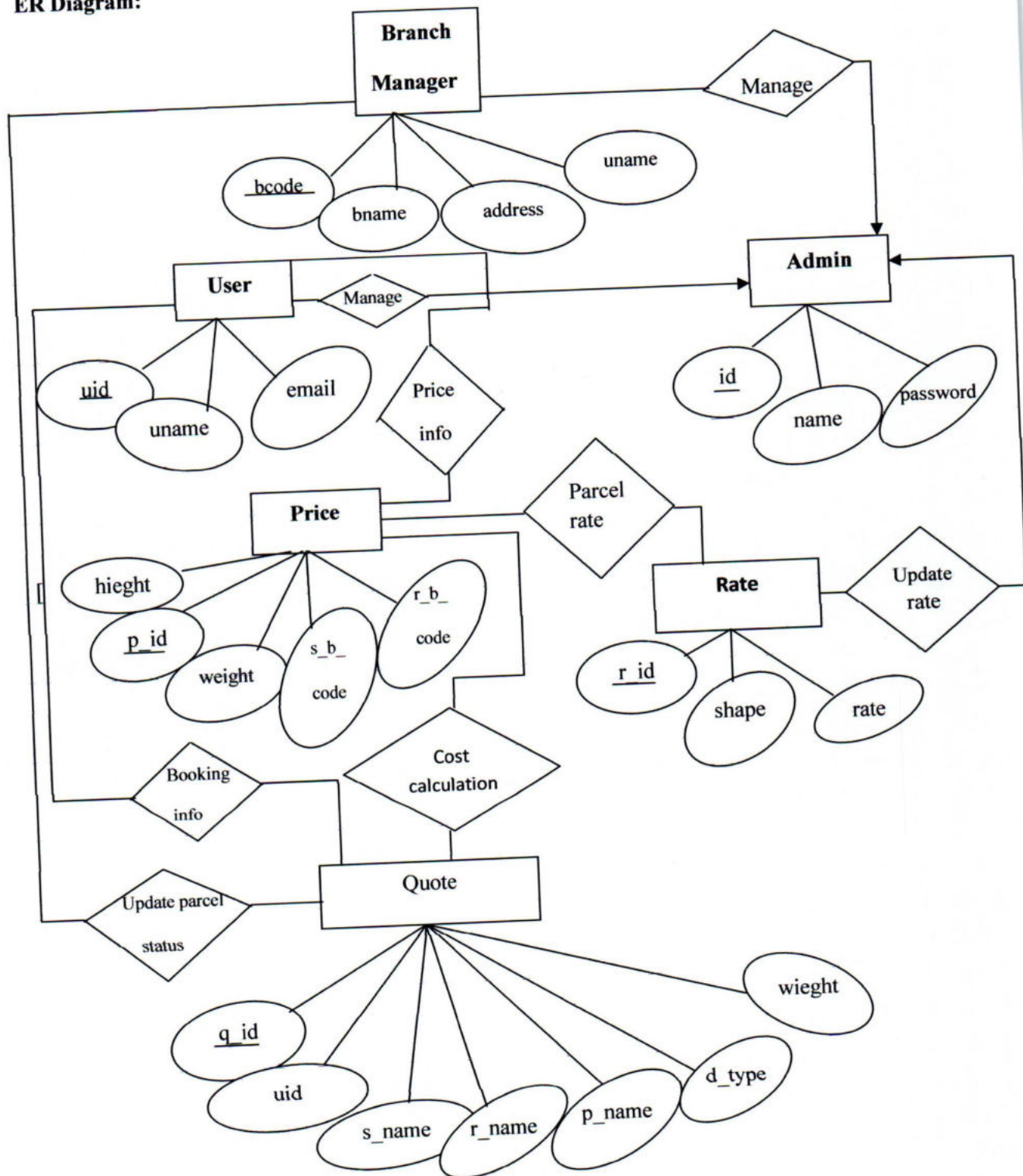


Fig 3.9: ER diagram of ECMS

3.7 Relational Diagram:

Relational Diagram of ECMS is as follows:

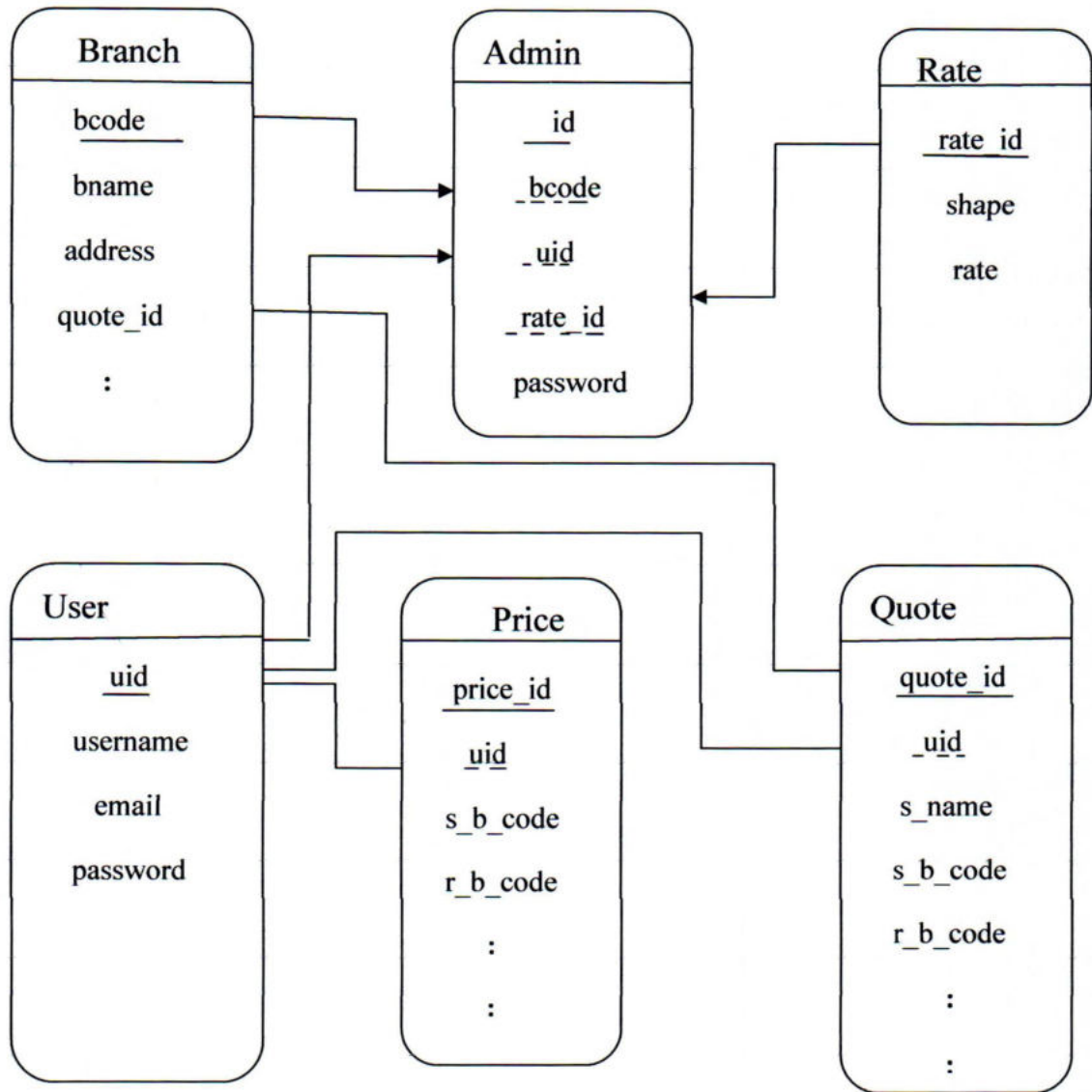


Fig: 3.10: Relational diagram of ECMS

3.8 Database Design of ECMS

3.8.1 Database

Databases are specifically designed to capable of organization immaculate record keeping the most efficient alternative is to use a database engine or to use its more technical name a database Management System (DBMS) to store, retrieve and modify the data. Some database is MySQL, Oracle, MS Access, SQL server etc. I have used MySQL database on back to develop Online Stock Management System.

3.8.2 The use of Database in this system

I have used the database to store the information about the parcel info, sender, receiver, branch info and transaction. To store this information I have made some tables.

3.8.3 The reason for using database

Using database system large bodies of information can store and manage easily. It allows the manipulation, and retrieving data easily. In addition, the database system ensures the safety of the information stored, despite the system crashes or attempt at unauthorized access.

3.8.4 Working with database

To work with database each time it follows some conditions. They are given below:

- Opening the connection to the server.
- Working with database in the server.
- Closing the connection.

Moreover, to complete **ECMS** we have to do some steps with the help of MySQL, PHP. Among them some are as follows:

- Basic connection Functions
- Creating Database and tables with PHP
- Inserting data to database
- Updating data on Database
- Deleting data from Database.

Each time when I used the database table I connected it first. Without connection the database is not accessible from the PHP pages.

3.8.5 Description of the tables of ECMS

3.8.5.1 Admin login table: This table contains the general information of such as login Id, password.

3.8.5.2 User Login table: This table contains the user id, user name and password of user.

3.8.5.3 Branch login table: This table contains the information of branch code, branch name, address, user name, password, distance, direction.

3.8.5.4 Price table: This table contains the information about the price id, user id, sender branch code, receiver branch code, parcels weight, height, width, length, diameter etc.

3.8.5.5 Quote table: This table contains quote id, sender information like name, address, district, mobile no, and receiver information like name address, district, mobile no etc. and parcel information.

3.8.5.6 Rate table: Rate id, parcel shape, rate are the contents of this table.

3.8.6 Database structure Design of ECMS

Admin login table

	Field	Type	Collation	Attributes	Null	Default	Extra
☐	<u>id</u>	int(10)			No		auto_increment
☐	username	varchar(33)	latin1_swedish_ci		No		
☐	password	varchar(30)	latin1_swedish_ci		No		

Table 3.1: Admin login table

User login table

	Field	Type	Collation	Attributes	Null	Default	Extra
☐	<u>uid</u>	int(10)			No		auto_increment
☐	username	varchar(25)	latin1_swedish_ci		No		
☐	email	varchar(25)	latin1_swedish_ci		No		
☐	password	varchar(30)	latin1_swedish_ci		No		

Table 3.2: User login table

Branch manager login table

	Field	Type	Collation	Attributes	Null	Default	Extra
☐	<u>bcode</u>	int(10)			No		auto_increment
☐	bname	varchar(25)	latin1_swedish_ci		No		
☐	address	varchar(25)	latin1_swedish_ci		No		
☐	pcode	int(10)			No		
☐	username	varchar(25)	latin1_swedish_ci		No		
☐	password	varchar(25)	latin1_swedish_ci		No		
☐	distance	int(10)			No		
☐	direction	varchar(25)	latin1_swedish_ci		No		

Table 3.3: Branch manager login table

Quote table

	Field	Type	Collation	Attributes	Null	Default	Extra
☐	<u>quote_id</u>	int(10)			No		auto_increment
☐	uid	int(10)			No		
☐	s_name	varchar(30)	latin1_swedish_ci		No		
☐	s_b_code	varchar(20)	latin1_swedish_ci		No		
☐	s_p_code	int(10)			No		
☐	s_mobile	varchar(15)	latin1_swedish_ci		No		
☐	s_address	varchar(40)	latin1_swedish_ci		No		
☐	r_name	varchar(30)	latin1_swedish_ci		No		
☐	r_b_code	varchar(20)	latin1_swedish_ci		No		
☐	r_p_code	int(10)			No		
☐	r_mobile	varchar(15)	latin1_swedish_ci		No		
☐	r_address	varchar(40)	latin1_swedish_ci		No		
☐	parcel_name	varchar(30)	latin1_swedish_ci		No		
☐	date	date			No		
☐	time	time			No		
☐	delivery_type	varchar(30)	latin1_swedish_ci		No		
☐	parcel_status	varchar(25)	latin1_swedish_ci		No		
☐	cost	int(15)			No		
☐	track	varchar(20)	latin1_swedish_ci		No		
☐	weight2	int(10)			No		
☐	diameter2	int(10)			No		
☐	height2	int(10)			No		
☐	width2	int(10)			No		
☐	length2	int(10)			No		
☐	checkbox	varchar(10)	latin1_swedish_ci		No		

Table 3.6: Quote table

3.9 Activity Diagram of ECMS:

The activity at different level of the system can be shown in the following diagram. The facts of the system explained by the following diagram-

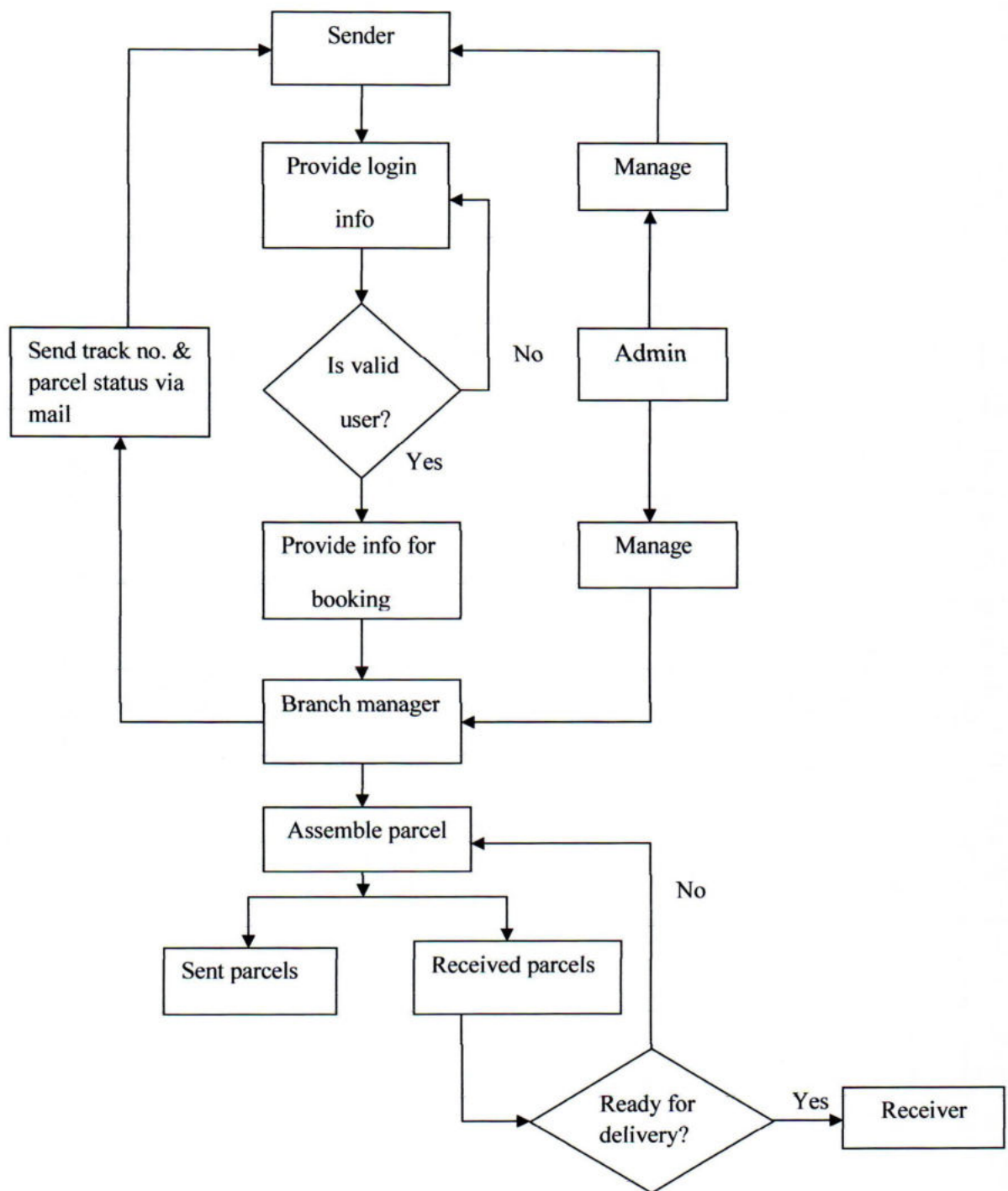


Fig 3.11: activity diagram of E-Cuorier

The tracking system of E-Courier in diagram:

From this diagram we can understand the overall trackin system of E-Courier-

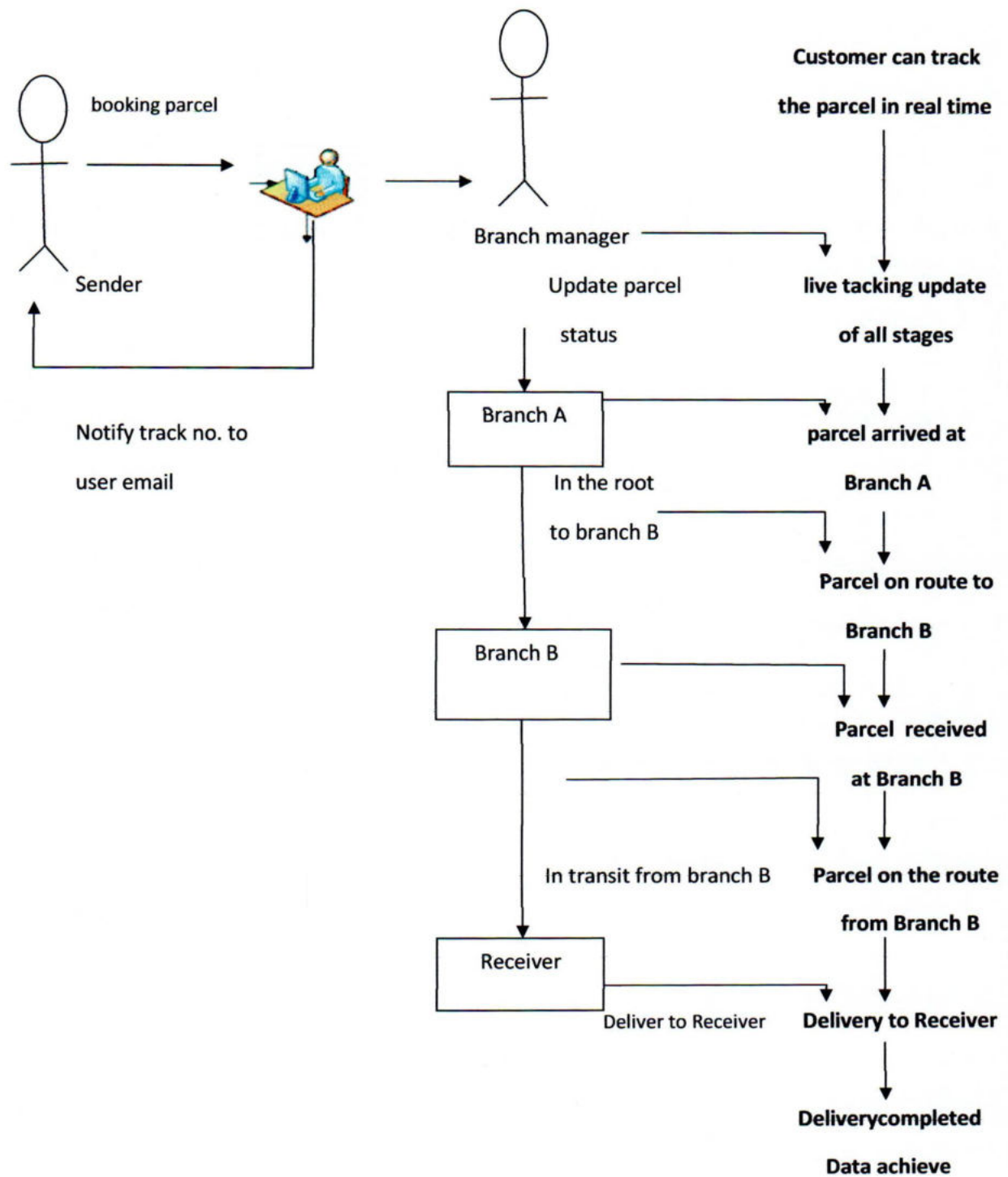


Fig 3.12: Overall tracking system of E-Courier management system .

Chapter – 4

Implementation & Testing

4.1 Tools and Technology:

The tools and technology used to develop ECMS are as follows

Languages: HTML, PHP, CSS, JavaScript.

Database: MYSQL,

Web server: Apache

Tools:

- Macromedia Dreamweaver 8
- Apache HTTP Server
- PHP 5.2.6
- MySQL Server 5.0

4.2 Requirement Analysis:

The implementation of the system will be accomplished by establishing a private network in HSTU.

Hardware Requirement
1. Processor- Pentium-IV 2. RAM- 256 MB 3. Disk Space- 5MB
Software Requirement
1. Operating system- Windows XP 2. Server - Apache 3. Database – MYSQL

Table 4.1: Hardware and Software requirements

4.3 Testing:

Working of the system is tested by configuring Apache Server along with PHP, MySQL database Server. Proper Modification is made in different level of implementation.

Home page for user

This is the home page for users. This page contains users sign in form, sign up form, about us etc. They can also learn about the booking info, procedures for booking etc.



Fig 4.1: Users home page

Users Tracking form

The users can also track their parcels location by submitting the track number.

The image shows a close-up of the 'Track' form on the website. It consists of a text input field labeled 'Track:' and a 'Submit' button below it.

Fig 4.2: Users tracking form.

Users Parcel Booking form

If a user wants to courier a parcel he has to fill up the following form which contains information about the parcel for calculating the cost.

The screenshot shows a web interface for a courier service. On the left is a dark sidebar with links: 'Why Us', 'About Us', 'Parcel list', 'FAQ', and 'Contact Us'. The top navigation bar includes 'Home', 'How it works', 'Courier Services', 'Get a Quote', and 'Logout'. A search bar is in the top right. The main content area features a 'Get a Quote' form with the following fields: 'Package Description' (text input), 'Sender's District' (dropdown), 'Receiver's District' (dropdown), 'Package Details' (text input), 'What shape is the package?' (radio buttons for Box, Cylinder, Document), 'Weight' (text input with 'kg' unit), 'Diameter' (text input with 'cm' unit), and 'Length' (text input with 'cm' unit). A diagram of a cylinder is shown with labels for 'diameter (cm)' and 'length (cm)'. At the bottom of the form are 'Submit' and 'Reset' buttons. To the right of the form is a sidebar with 'Help' and 'Booking info' links.

Fig 4.3: Users Parcel Booking form

Admin Login Form

This is admin login page, to manage the overall system admin have to login first

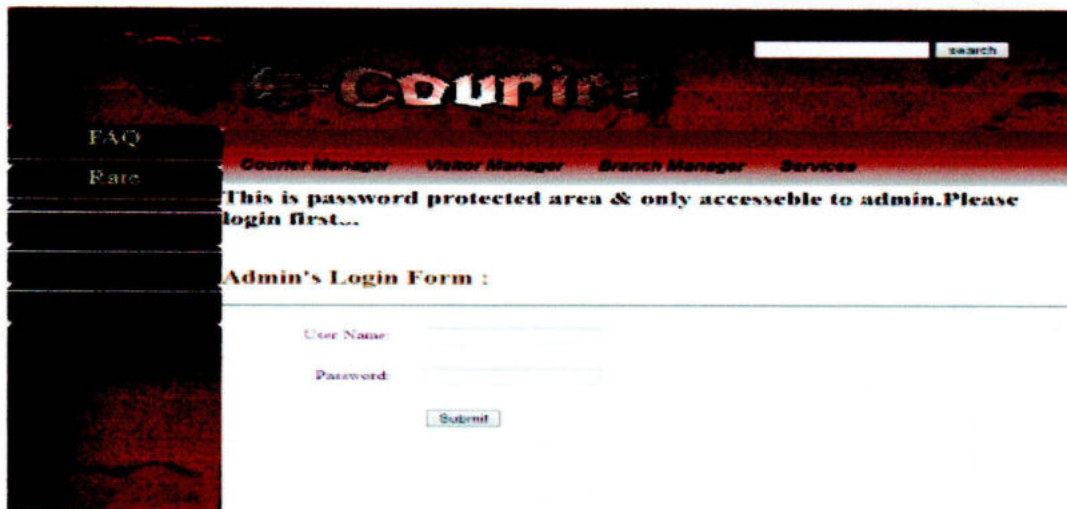


Fig 4.4: Admin login page

Branch manager

For the purpose of processing of the parcels after booking evry branch manager has to login first

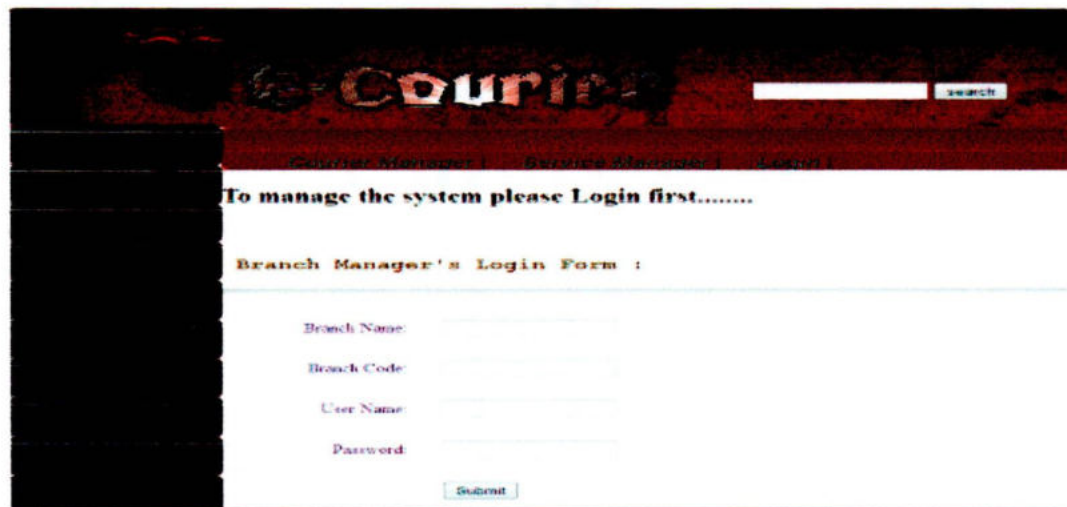


Fig 4.5: Branch manager login page

Server Configuration: For proper working the ECMS we configured the Apache, PHP, and MySQL Server. We have used the C: drive as setup drive.

5.1 Discussion

Day by day most of the organizations are computerized. In every case computer is widely used. But online courier is quite unknown in our country. If **ECMS** is used in spite of present system, I think it will be very beneficial for both of the user and organizations of courier system.

5.2 Conclusion

From the analysis, performed in the design and implementation process of **ECMS**, it can be safely concluded that it is a highly efficient GUI based component. It is tried to make most efficient, user-friendly and effective for the fulfillment of the users requirement. After preparing analysis and design for this system, we have tried to replace the manual system by computerized one. In our analysis we used advanced techniques to prepare a good design to make the implementation phase easy. Therefore we hope that this system will appear in a good case. The new system can be integrated with other Courier systems in the world to get full benefit of modern web technology.

5.3 Future plan

In the world nothing is free from error. So it is very usual that our system may contain error. For the limitations of time we are fails to make the system error free. In future we will try our best to make the system error free and more secure.

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4. The Absolute Beginner's Guide To Starting a Web Site. By: Milana Nastetskaya
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External links:

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