

KITBAG: COURIER SERVICE MANAGEMENT APPLICATION

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This Report Presented in Partial Fulfillment of the Requirements for the
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APPROVAL

This Project titled “KitBag: Courier Service Management Application”, submitted by Md. Monirul Islam and Md. Sarowal to the Department of Computer Science and Engineering, Daffodil International University, has been accepted as satisfactory for the partial fulfillment of the requirements for the degree of B.Sc. in Computer Science and Engineering and approved as to its style and contents. The presentation has been held on 18th January 2022.

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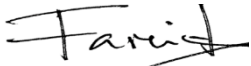
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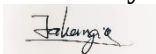
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DECLARATION

We hereby declare that, this project has been done by us under the supervision of Mohammad Jahangir Alam, Lecturer, Department of CSE Daffodil International University. We also declare that neither this project nor any part of this project has been submitted elsewhere for award of any degree or diploma.

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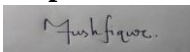
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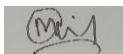
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ABSTRACT

In this project we are trying to build up a digital courier service platform. Where our customer can hand over their product in any bkash, Rocket and Nagad Agent point which product they want to deliver through our system. And here our customer can choose two ways to deliver their product these are our personal delivery man or local delivery man. If the customer chooses to deliver their product by our personal delivery man, then they have to pay a bit more than local delivery man. And if any customer chooses a local delivery man to deliver their product, then the delivery cost will be as minimum as possible. And we are determining to ensure the security of product delivery. Our project idea is so much unique because this type of project isn't found in our country. As here our delivery point is almost everywhere and our delivery man could be any local person so the delivery time and delivery cost will be as minimum as possible. So, our customer will be happy as they can deliver their product with very minimum time and minimum cost. Besides our customer can track their product through our system. In any time, they can check out the present status of their product. So, this service will be so much satisfactory. Also, the customer can pick up their product from their nearest bKash, Rocket and Nagad agent point in near market. Also, any type of traveler will be so much benefited as they earn money by carrying product into their extra bag and luggage at the time of travel. As a result, their journey cost and tour cost will be reduced. Beside our county bus and truck driver, helper and supervisor can earn extra money by delivery product at their journey time. And their earning will be increased as they used to travel every day.

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CHAPTER 1

Introduction

1.1 Introduction

In our daily life, there are so many things we need. One of them is to deliver our different types of products from one place to another. In this case we must go there physically where we want to deliver our product and then we can handover the product. But it was too much costly and longer procedure and also it is very tiredly. So that here courier system come's in place. And makes our life easy. By this traditional courier system, we can deliver product from one place to another even without have to go physically.

But there are some limitations in our traditional courier service. That's why we have decided to make a digital courier service system. Because traditional courier service takes too many times and money on the other hand our courier service will provide all customers to deliver their products from one place to another with minimum cost and time.

1.2 Motivation

As Pathao and Uber do provide us a wonderful ride sharing service, we want to build up a digital courier service platform that will provide us an easy way to deliver products by hand to hand in our country.

Also, in our country traditional courier service makes people too much hamper to deliver their products. They take too much money and time to deliver their products which is not satisfactory at all. That's why we have decided to make a digital courier service system that can make people happy and also can help them to deliver their product with minimum cost and time.

1.3 Objectives

We work on this project,

- i. Making a digital courier service platform.
- ii. To make any people as deliveryman and make all the bKash agent as our pickup point.

1.4 Expected Outcome

By using our application peoples can get their products delivery as early as possible with minimum cost. To deliver a product user can post about the product from home without going to nearest traditional courier service. By this way our users can save their time and money. Here everybody can work as a deliveryman so that they will be benefitted by earning money. This will help the students and labors more. As anybody could be a deliveryman so the unemployment problem of our country will be reduced.

1.5 Project Management and Finance

Our project management and finance will be managed by the following way-

First of all, we have to have bKash agent so the registration cost of bKash agent should be needed. Then some papers should be provided to bKash agent here basic cost will be needed. Courier bag will be needed to deliver our product for packaging. So here packaging cost should be provided.

Secondly, we have to advertise our company all over our country. So here advertising cost will be very huge impact for our company.

Thirdly our company will have to have a physical office. So, the rent cost of our physical office will be needed.

Now let's have a look on our company income. Our company income will be divided into four parts. 60% will be provided for deliveryman, 20% will be provide for agent and rest on will be provided for our company.

1.6 Report Layout

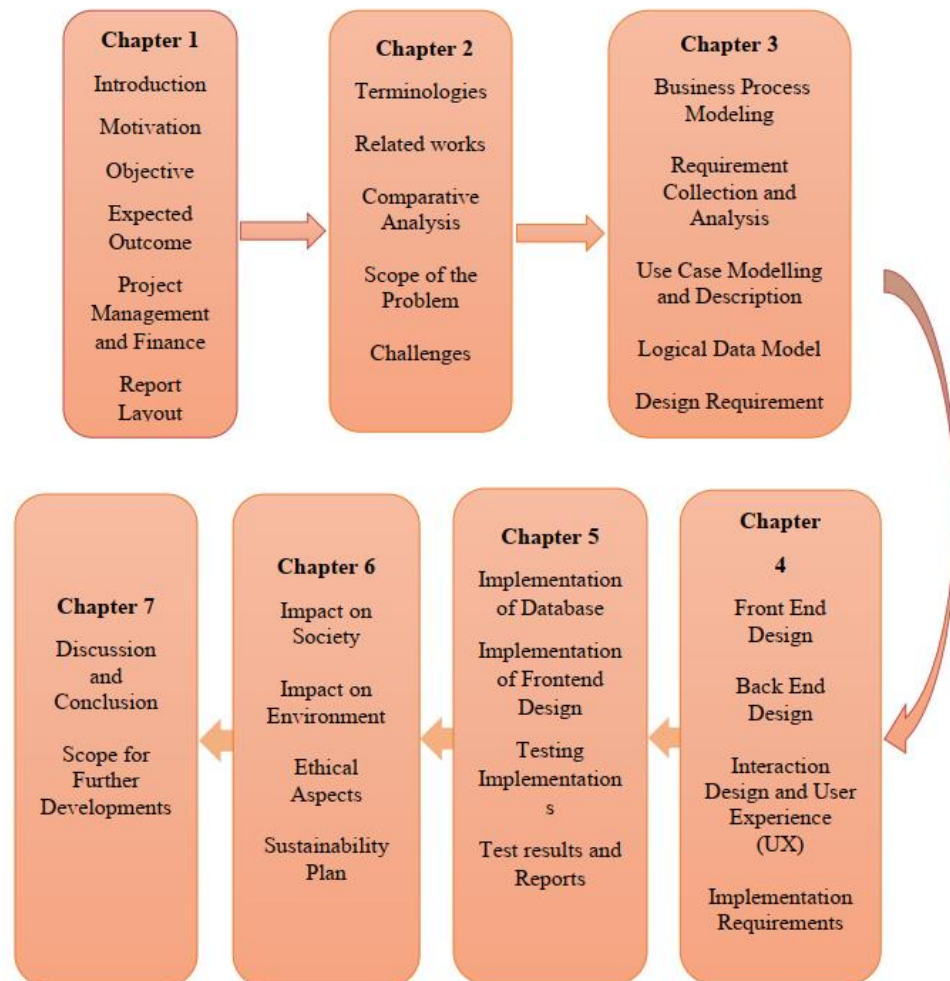


Figure 1.6.1: Report Layout

CHAPTER 2

Background

2.1 Preliminaries / Terminologies

A courier service is an organization which offers special deliveries of package, money, document or information. Courier service usually boast faster delivery times than any other alternative method of transporting documents and many services in the modern world rely on it. There are so many courier services those are running at the present all over the world. If we think about India, there are DHL, FedEx, Blue Dart Express, Ekart, DTDC, VRL Courier service, Delhivery, Amazon.com and Gati Ltd etc are running at present. These also provide international service. If we think about international courier service of China then there TNT, EMS International, DHL. FedEx, and UPS are running at present. These companies provide nominal worldwide service for both inbound and outbound shipments. Also, China has some domestic courier service included SF Express, YTO Express, E-EMS and many other couriers service company. Now if we think about Singapore courier service then TNT, DHL and FedEx etc are coming into place. And at last, our country Bangladesh has also some domestic courier service. For example, Sundarban Courier Service, SA Paribahan, Continental Courier Service, Bangladesh Parcel and Courier Service Ltd, Sonar Courier Service Ltd, Bangladesh Express Co. Ltd-Fedex, DML Worldwide Express Bangladesh Ltd, Airpark Express BD Ltd, Royal BD- International Courier service, Dreamland Courier Service Ltd, Aramex Head Office Bangladesh, USB Express Dilkusha Branch, Fast Express, Delivery Tiger, Master Ali Express Co. Ltd, Fox Parcel, Actual courier service, Parcel.com.bd.

2.2 Related Works

Besides in our country some ride sharing company also running here. They also do the same job as the job of the above mention company [4]. They pick parcel from any branch and deliver product as home delivery. Also, the Food Panda most popular food delivery company they do their job with some different style. They pick parcel from any restaurant and deliver them as home delivery [8].

Also, there is a company named Backpackbang.com, they are responsible to deliver only international courier service but they don't do any local or domestic delivery system. Also, they conduct their system by web server [7]. There are so many traditional couriers company in our country like Sundarbans Courier Service, Continental Courier Service, SA Paribahan etc. They do their service as traditional way. They pick parcel from their branch and deliver the product to desire destination branch so here the customer should deliver their product to the any nearest branch and also have to pick from branch [5].

Also, in our country there are some digital courier service companies like REDX, BDDEX. They take order by their application and then their deliveryman go their customer house and pick the parcel which is to be delivered. Then they deliver their product to home [1].

Also, there are so many international and popular company who are used to deliver product like Amazon, Alibaba. Although these two companies are little bit different, the e-commerce company take order from their customer and deliver the product [3].

Now if we take a look on our neighbor's country like India, Nepal, Bhutan, Pakistan, Myanmar they also have so many traditional couriers service like ours. They pick products from their branch and deliver product to another branch and then the customer picks their product from their destination branch. [2]

2.3 Comparative Analysis

Now if we think about the delivery mechanism of the above mention courier service companies, all are about too same. If we want to delivery any parcel with the help of the above mention company, then we have to go to their nearest branch to deliver our product. Then we have to fill up a form for security. And after some working days it supposed to be delivered. Then again same way we have to go to the nearest branch of these company and pick our parcel. But these are so many times consuming and require too much money.

Sometimes we face some terrible situational that our product or parcel got damaged and got some scratch. Which is not satisfactory at all! Now if we combine all of the above features and also with some extra feature and special feature also the solution of above-mentioned problem we think about a very exceptional and digital courier service platform like never before. Which is first time in Bangladesh.

Table 2.3.1: Comparative Analysis

Features	In Present System	In Our System
Digital platform to post item for delivery	No	Yes
A lot numbers of deliveryman	No	Yes
Minimum time to deliver product	Average	Best
Minimum cost to delivery product	No	Yes
Choose two options to delivery (i) Company deliveryman (ii) Local deliveryman	No	Yes
Real time status checking of delivery	No	Yes
Right to choose any deliveryman	No	Yes

2.4 Scope of the Problem

Our main mechanism is that if you want to deliver any product first of all you don't need to go outside. All you have to do you have to post about your parcel in our system. You can do this from your home. Now you have to wait for some moments for getting reply from someone who is a delivery man. After responding from someone then you need to go any Bkash agent point which is almost near from your home and deliver your parcel to Baksh agent to delivery. Then the deliveryman will deliver your parcel with minimum time and cost. Then the man who is supposed to pick the parcel he or she need to go his or her nearest Bkash agent and pick the parcel. So here we can see that our mechanism is almost different form the above-mentioned company. Our delivery system is too much secure because you can track your parcel with the help of seeing present status of the parcel from our application which is so much satisfactory. Also, by the using of our application you can also edit and delete your post if you want to edit some necessary information or if you don't want to deliver our parcel at all.

2.5. Challenges

So, our challenges will be followings

- i. Building a simplified but attractive android application system that attract the user.
- ii. Maintaining the security is also a crucial part of this project.

- iii. Ensuring the user registration system works properly.
- iv. Maintaining strong security while handover product.
- v. Spreading our system to the all classes of people.
- vi. Collecting and in time delivery of these product is also a challenge.

CHAPTER 3

Requirements Specification

3.1 Business Process Modeling

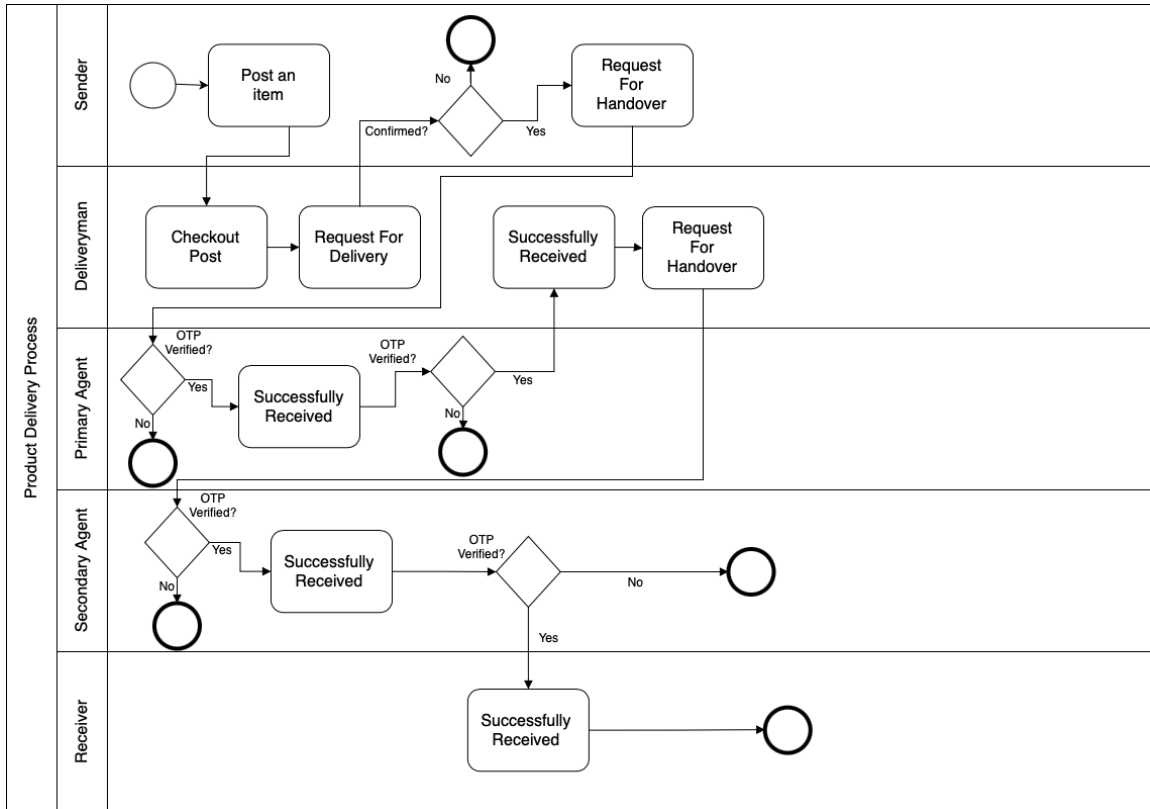


Figure 3.1.1: Business process model of product delivery process

3.2 Requirement Collection and Analysis

- Hardware Requirements:
 - Device: Mobile
 - Camera
 - 256 MB RAM (recommended)
 - Minimum 20MB free hard drive space
 - Global Positioning System (GPS)
- Software Requirements:
 - Platform Version: Android 4.0 to higher
 - API Level: 19 to higher
 - Version Code: K to high

Table 3.2.1: Requirement Analysis

Serial No.	Requirement Name	Requirement Analysis
01	User Registration	To register, user has to provide phone number and must be connected with internet.
02	Deliveryman Registration	To register, user has to provide his/her NID card.
03	Agent Registration	To register, user has to provide his/her NID card.
04	Login	Already registered user needs to login with his/her registered phone number and password.

3.3 Use Case Modeling and Description

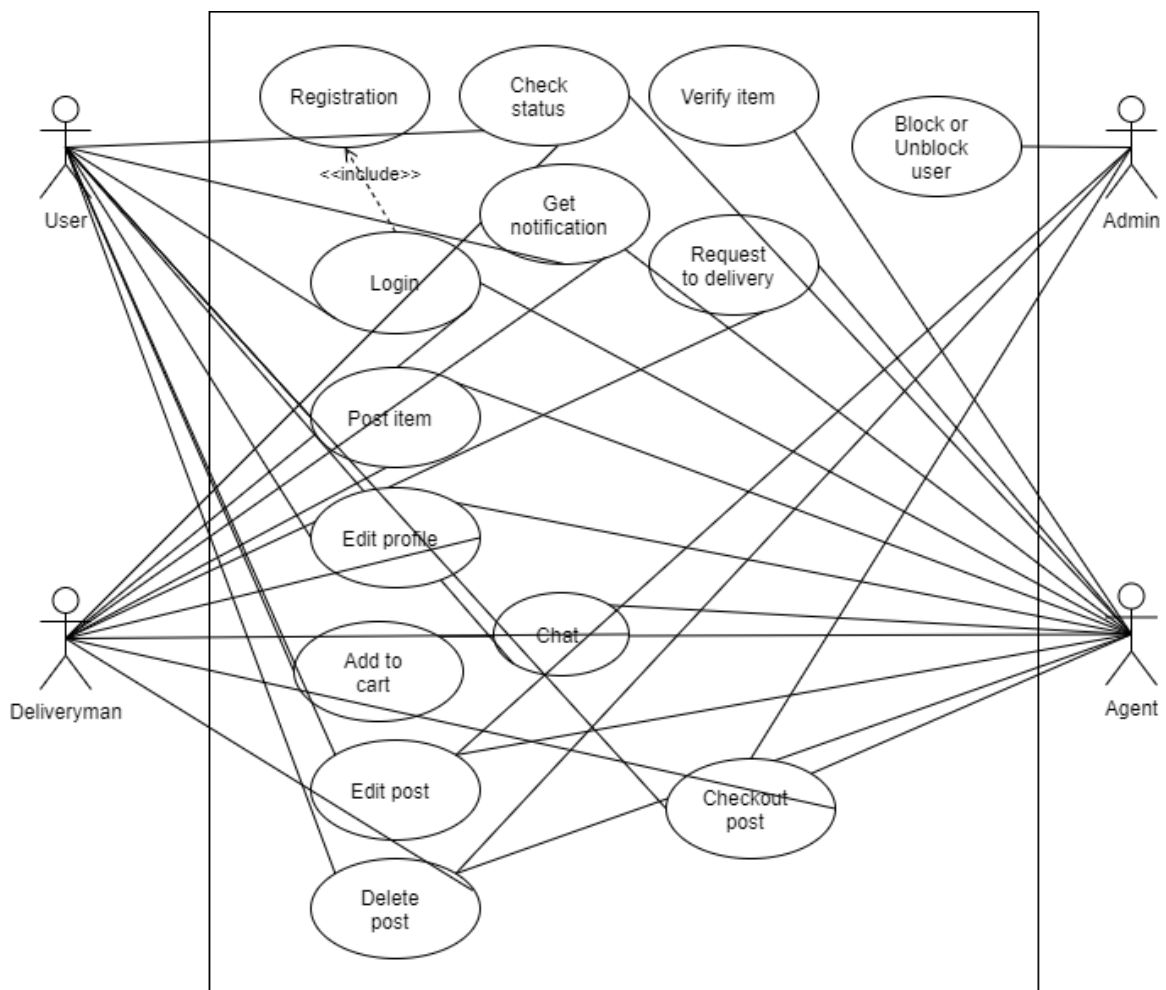


Figure 3.3.1: Use case diagram

► Use case description:

Registration: User must provide his/her personal details includes phone number for registration.

Login: If user has already an account, then he/she can log into the system.

Edit profile: Only logged in users can edit his/her profile.

Post item: Only logged in users can create a new post.

Edit post: Only logged in users can edit his/her own post before changing the initial status.

Delete post: Only logged in users can delete his/her own post before changing the initial status.

Add to cart: Only logged in users can add a post to his/her cart.

Checkout post: Everyone can check out any post.

Chat: Only logged in users can chat with each other.

Request to delivery: Only logged in deliveryman and agent can request to product owner for product delivery.

Remove user: Only admin can remove a user or deliveryman or agent for security purpose.

Get notification: Only logged in users can get notification.

Check status: Everyone can check delivery status of any post.

Verify item: Only agent and admin can verify an item.

3.4 Logical Data Model

Logical Data Models help to define the detailed structure of the data elements in a system and the relationships between data elements. They refine the data elements introduced by a Conceptual Data Model and form the basis of the Physical Data Model. In Enterprise Architect, a Logical Data Model is typically represented using the UML Class notation.

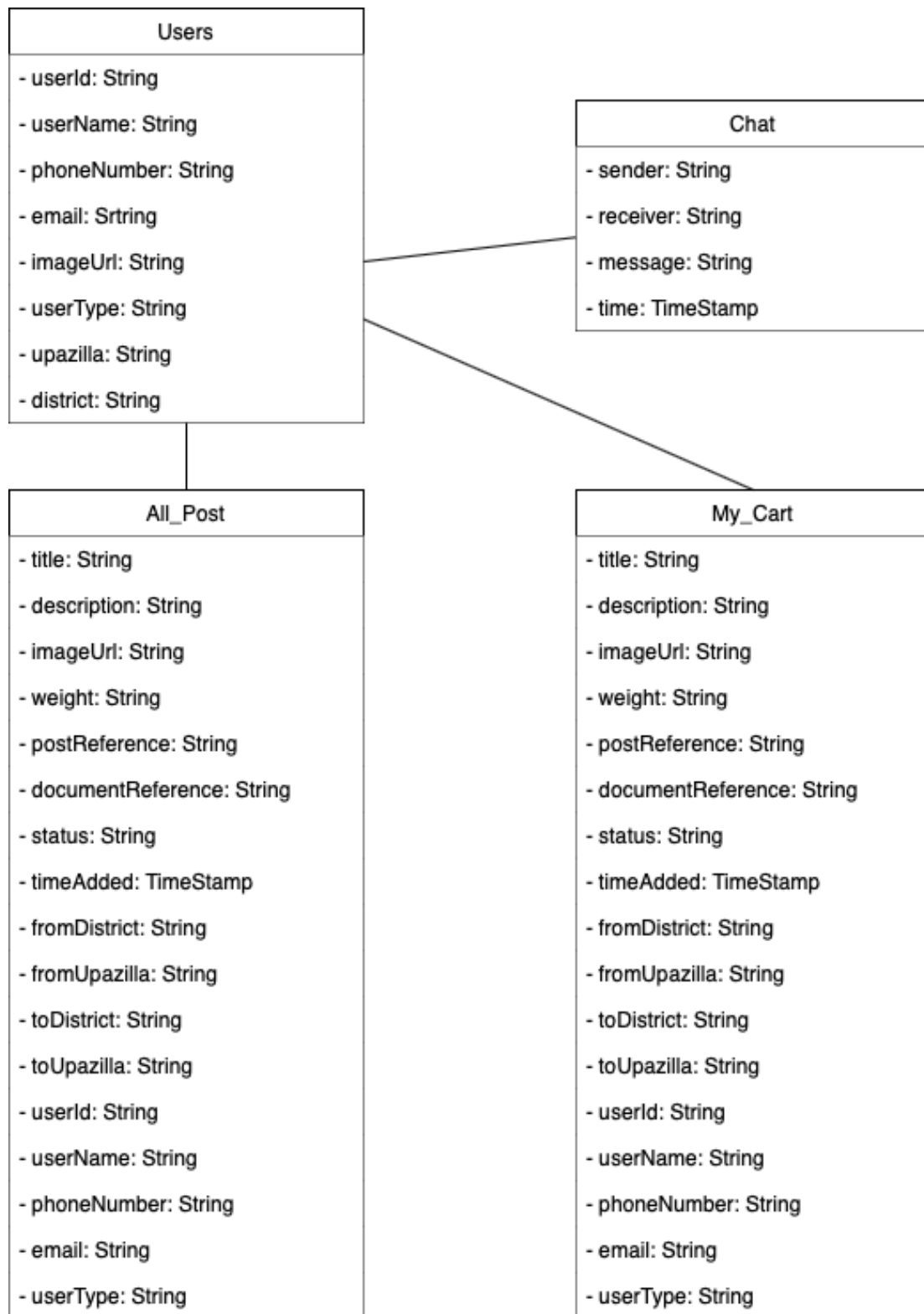


Figure 3.4.1: Logical Data Model

3.5 Class Diagram

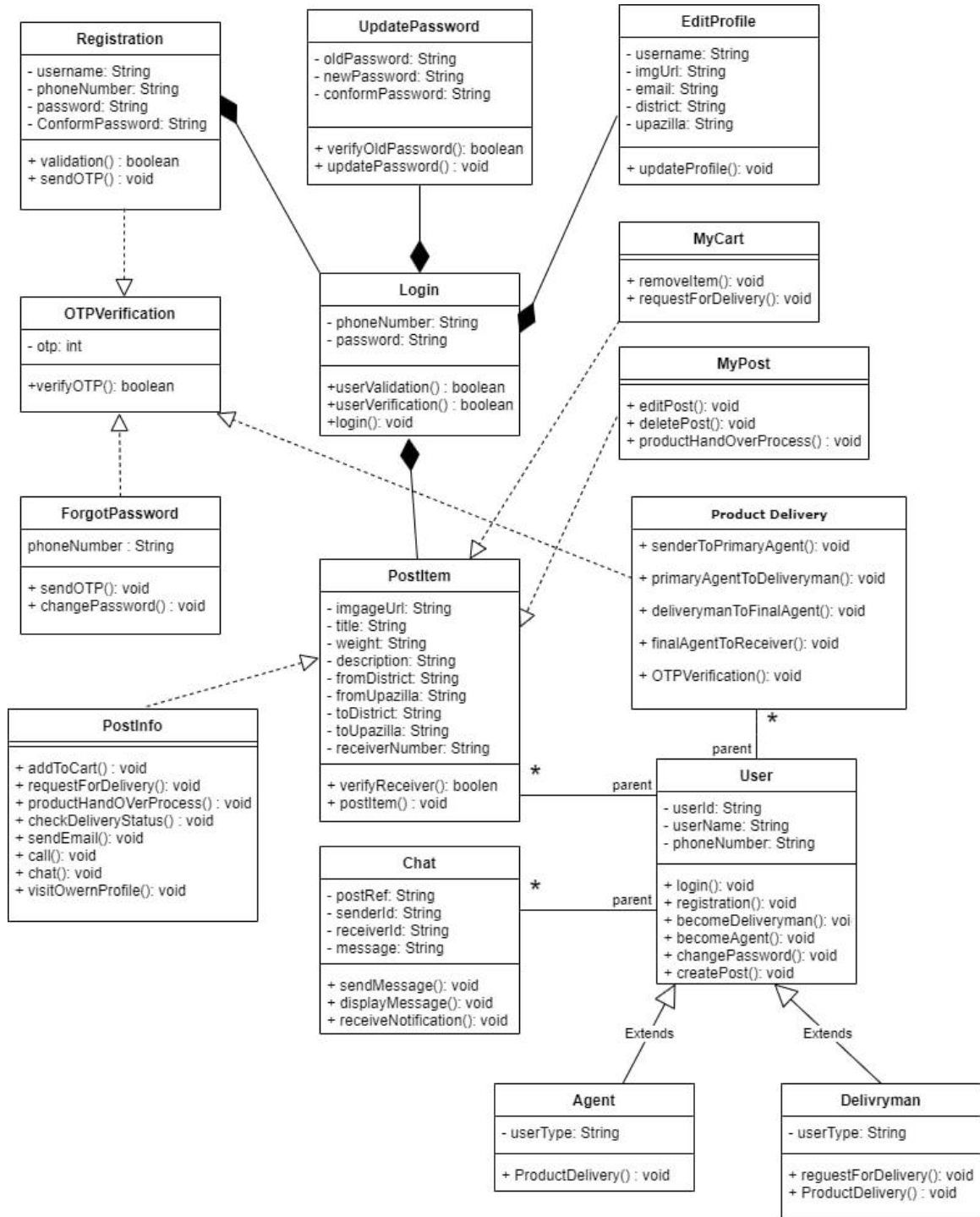


Figure 3.5.1: Class Diagram

3.6 Product Delivery Flow

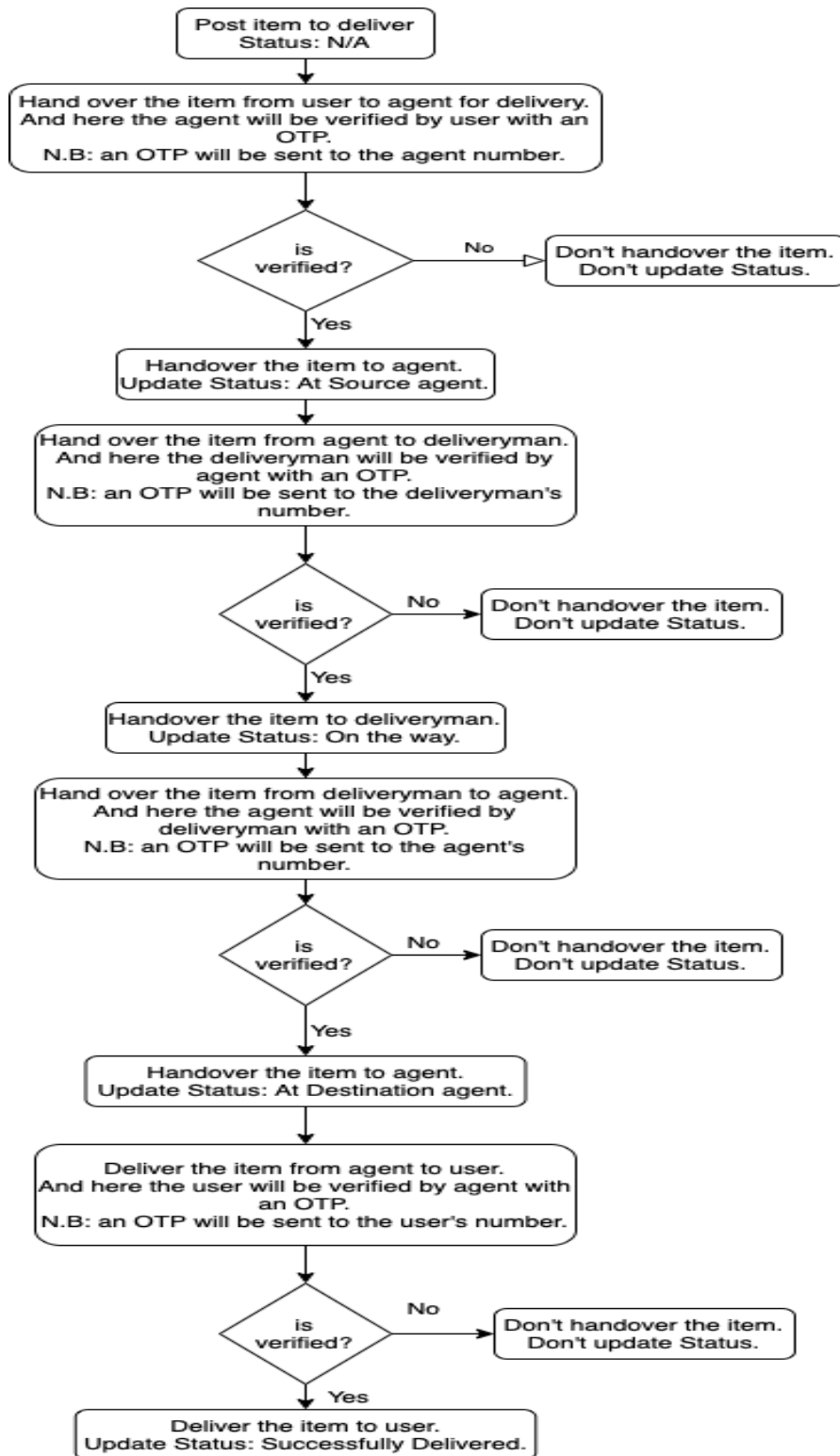


Figure 3.6.1: Product Delivery Flow

3.7 Design Requirement

Our project is based on Android system. Here to develop this project some languages and an IDE is used. We have used XML (Extensible Markup Language) for our frontend design and used JAVA for backend implementation and we used Firebase as our online database server. Also, we have used Android Studio as our IDE (Integrated Development Environment).

Android Studio: Android Studio is the official integrated development environment for Google's Android operating system, built on JetBrains' IntelliJ IDEA software and designed specifically for Android development.

XML: Extensible Markup Language is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable.

JAVA: Java is a high-level, class-based, object-oriented programming language that is designed to have as few implementation dependencies as possible.

Firebase: Firebase is a platform developed by Google for creating mobile and web applications. It was originally an independent company founded in 2011. In 2014, Google acquired the platform and it is now their flagship offering for app development.

CHAPTER 4

Design Specification

4.1 Front-end Design:

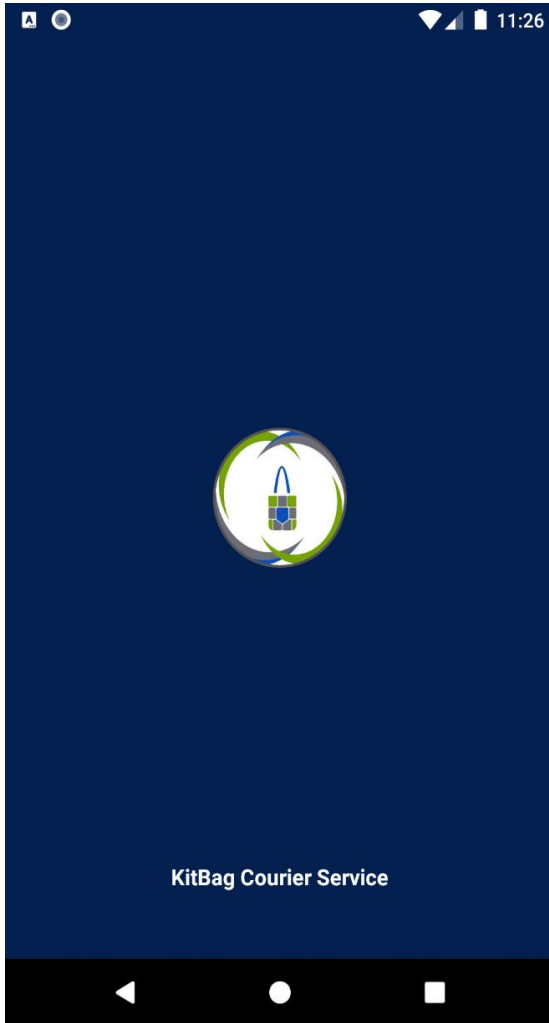


Figure 4.1.1: Splash Screen

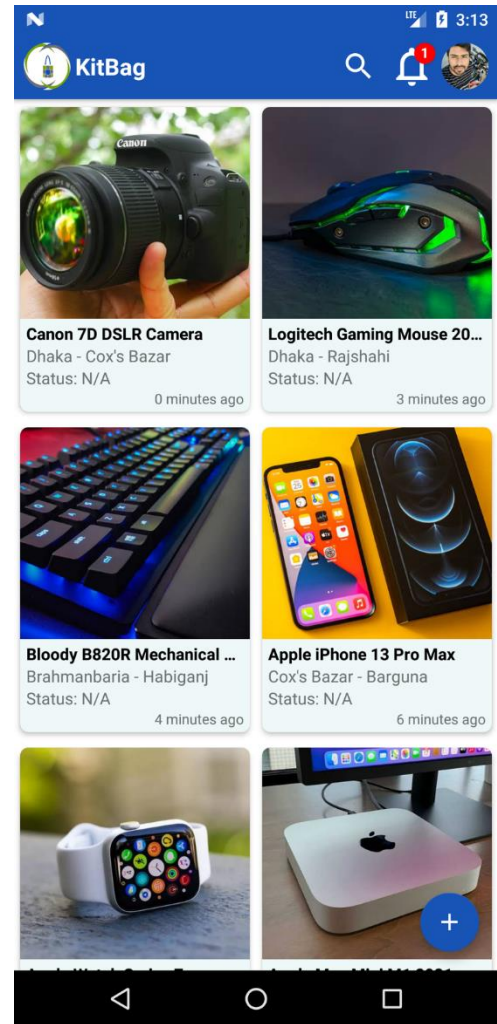


Figure 4.1.2: Home Page

Home Page: On Home page you can see all post what are posted by any user. That means here you can find out your post as well as other user post. And to see all post you don't need to login or registration. Just after installation "KitBag" the you can find out all post

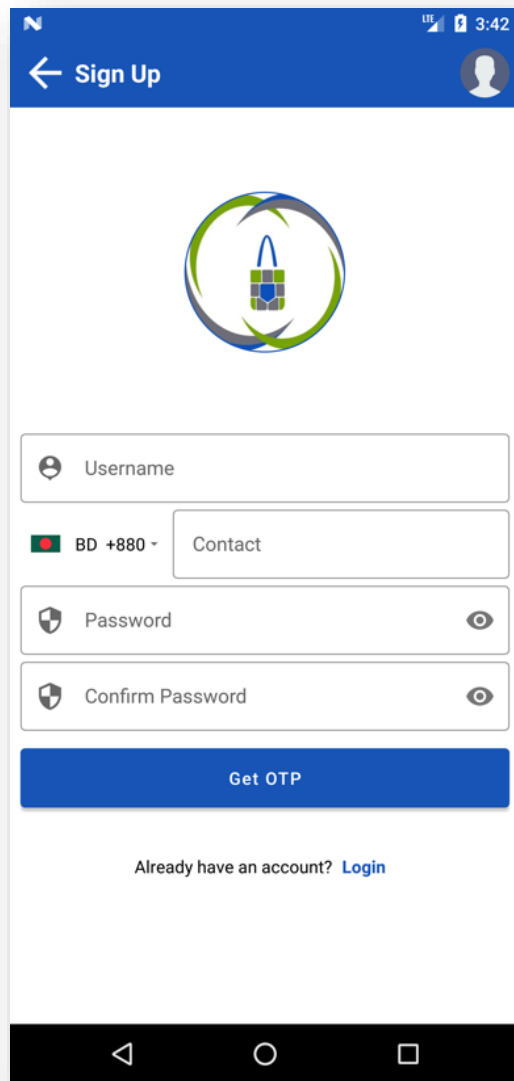


Figure 4.1.3: SignUp Page

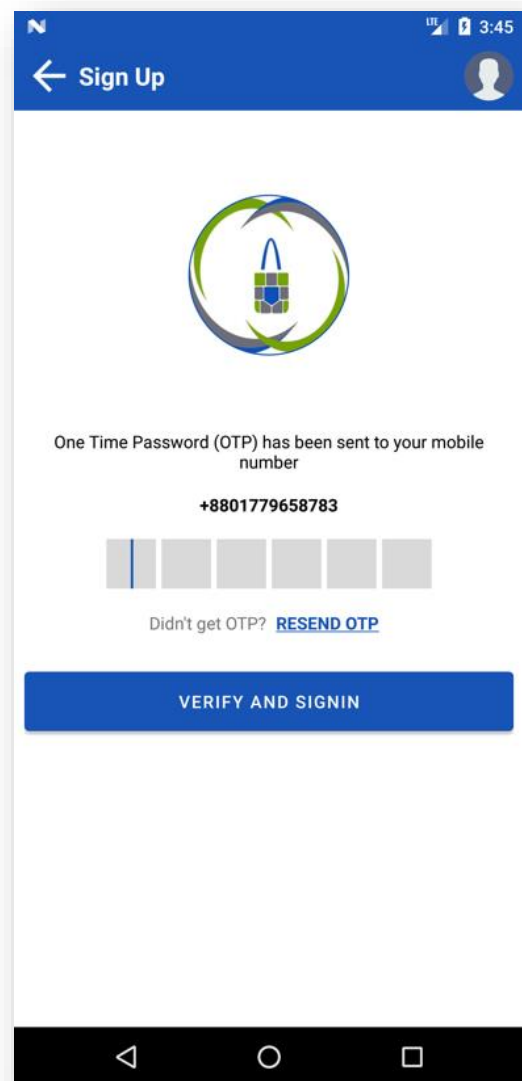


Figure 4.1.4: OTP Verification Page

SignUp Page: In Signup page you need to provide necessary information to get registered. Or if you already have an account then you don't need to register again you just need to click the login text then you can move to login page and get the login option

OTP Verification Page: On OTP verification page you just need to provide 6digit OTP that you have your entered number. Once you verify your OTP then you are ready to go ahead

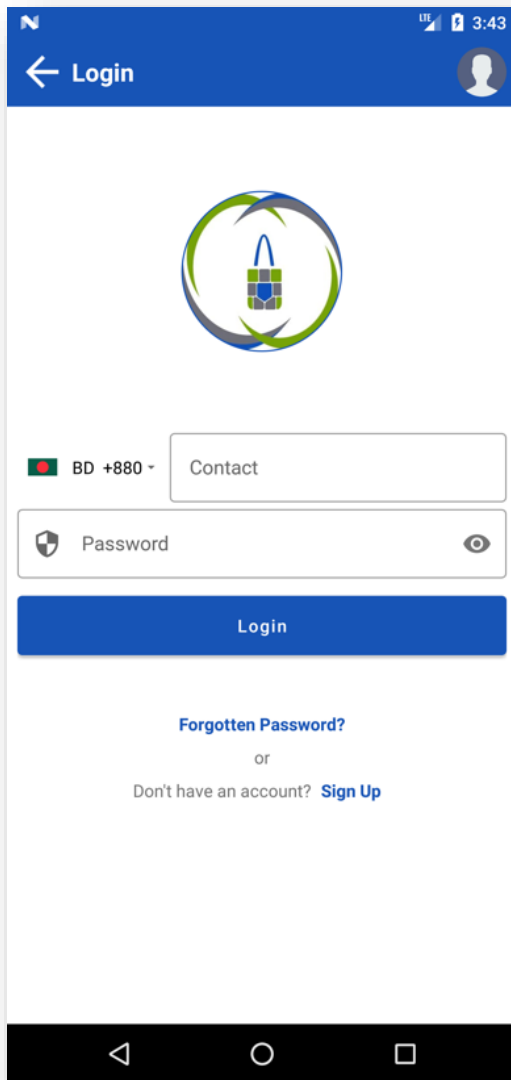


Figure 4.1.5: Login Page

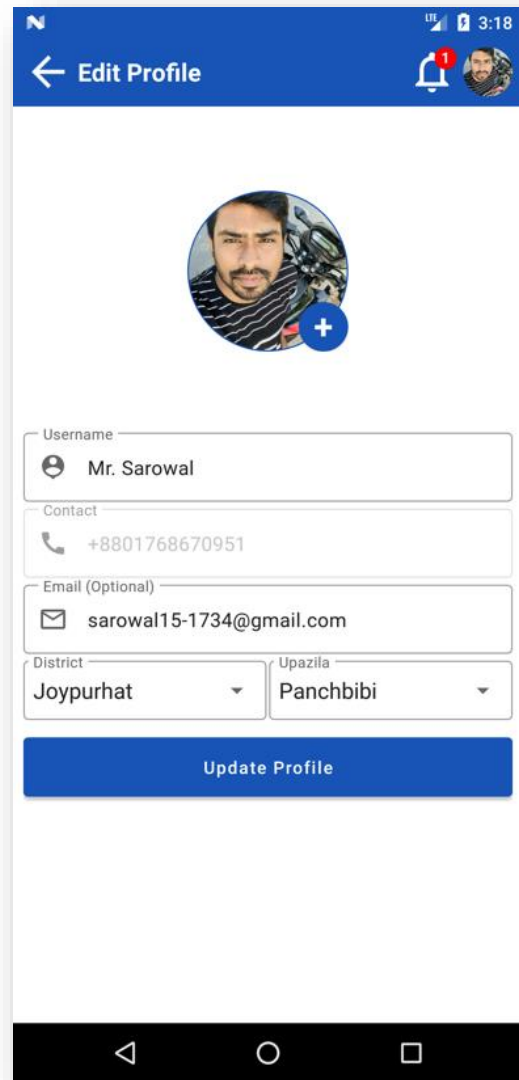


Figure 4.1.6: Edit Profile

Login Page: In Login page you need to provide necessary information to get login

Edit Profile Page: On edit profile page you can edit and update your profile. But one thing that you are not allowed to change that is your phone number.

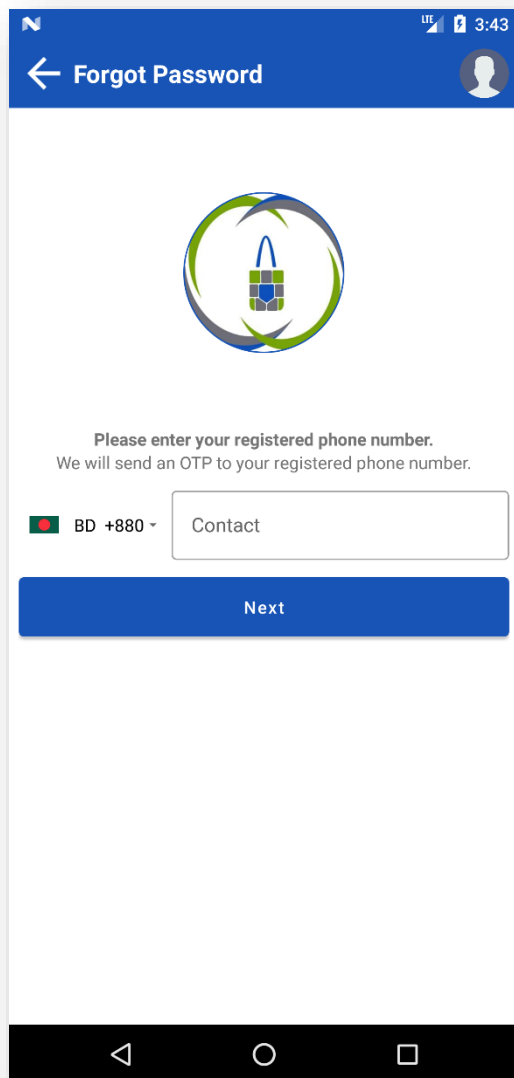


Figure 4.1.7: Forgot Password

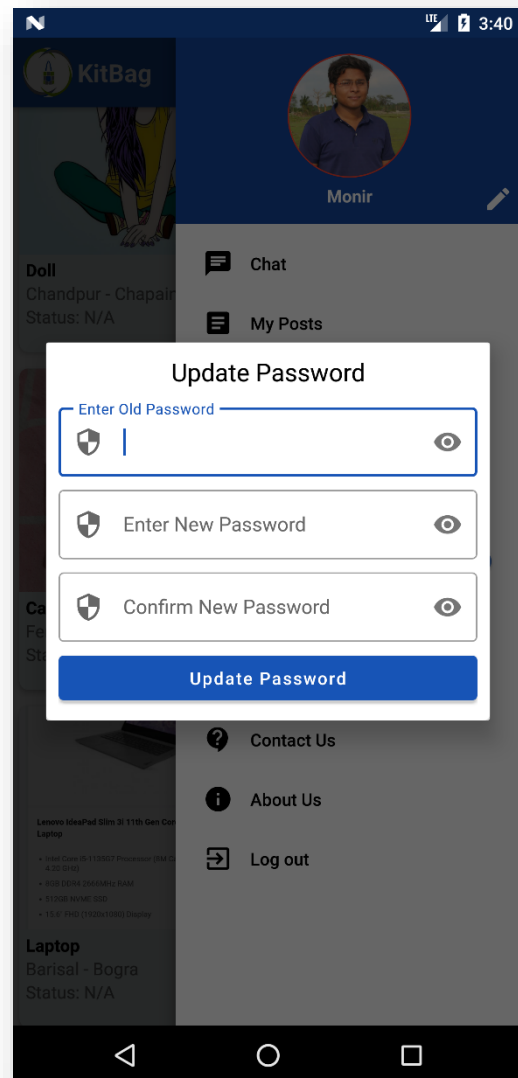


Figure 4.1.8: Update Password

Forgot Password: If you forgot your password then you can recover your password by providing your registered number and a one-time OTP will send to your number then after verifying the OTP you can change your password.

Update Password: On update page you can change your password by providing old password and then new password.

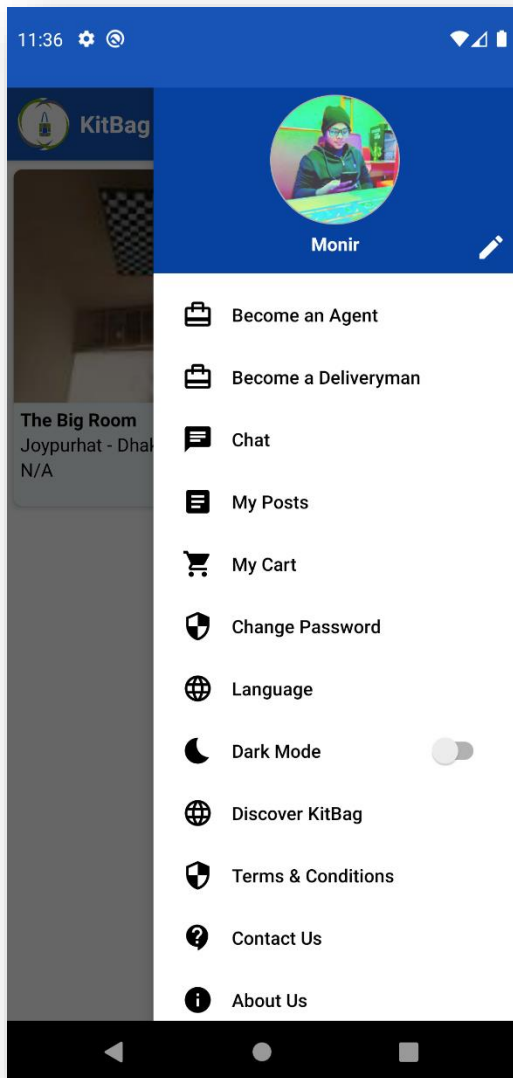


Figure 4.1.9: Navigation Drawer

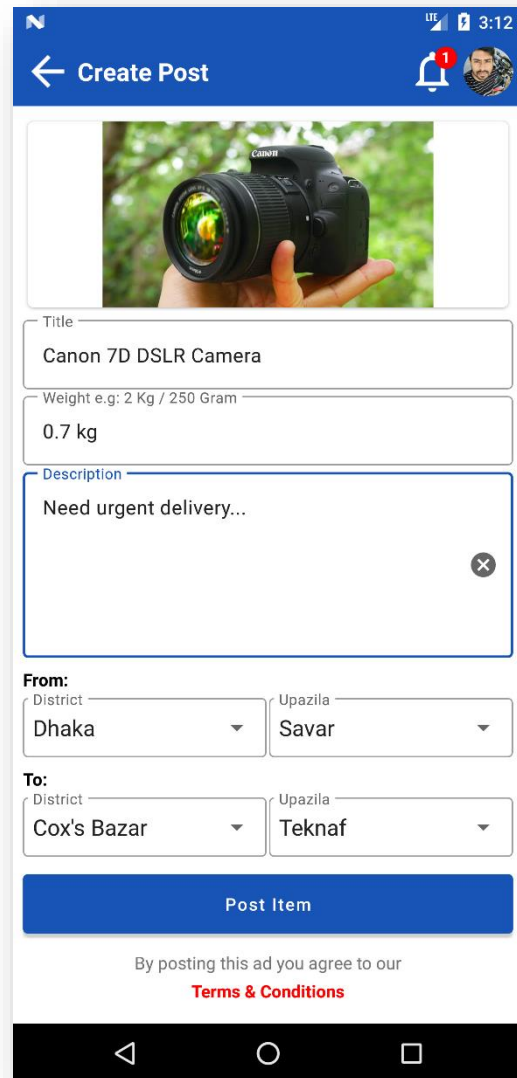


Figure 4.1.10: Post Item

Navigation Drawer: On Navigation Drawer you have the quick access to do many sorts of feature. Most important are that here you have the option to become an agent and deliveryman.

Create Post Page: On crate post page you can post your item that you want to deliver. For this you need to capture your item photo. Then you have to provide necessary information about your product or item. Then by clicking the post item button you are agreeing to all our terms and condition.

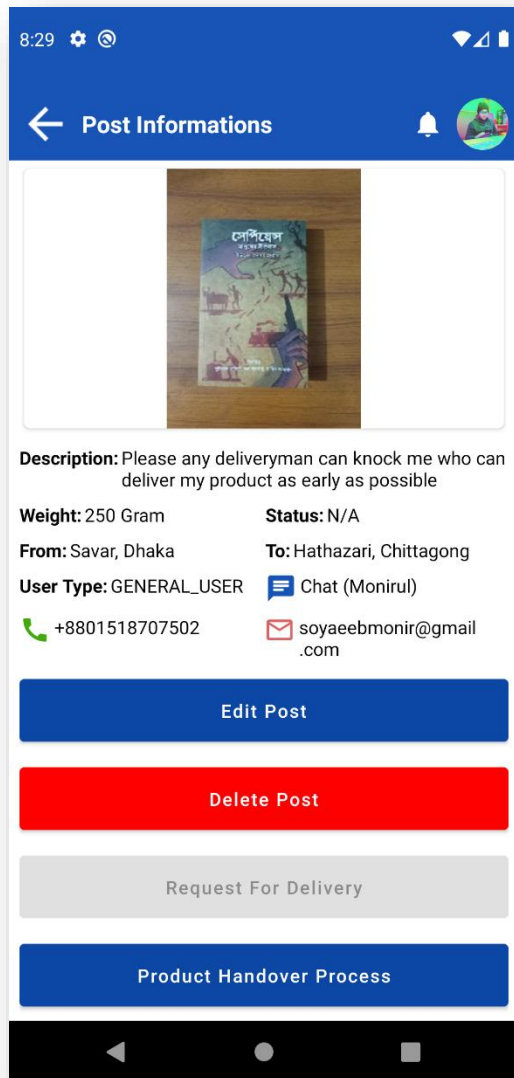


Figure 4.1.11: Post Details

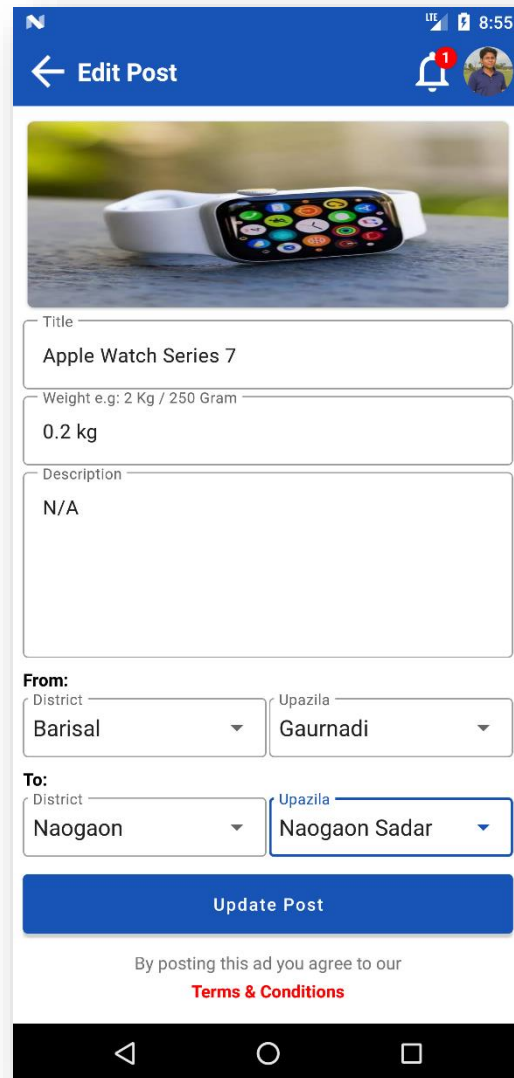


Figure 4.1.12: Edit Post

Post Details: On post details page you can find out so many information regarding any post. Also, you can find out some relate button that are related to your account type. Like edit post, delete post, request for delivery and product handover process.

Edit Post Page: On edit post page, you could be able to edit your post item.

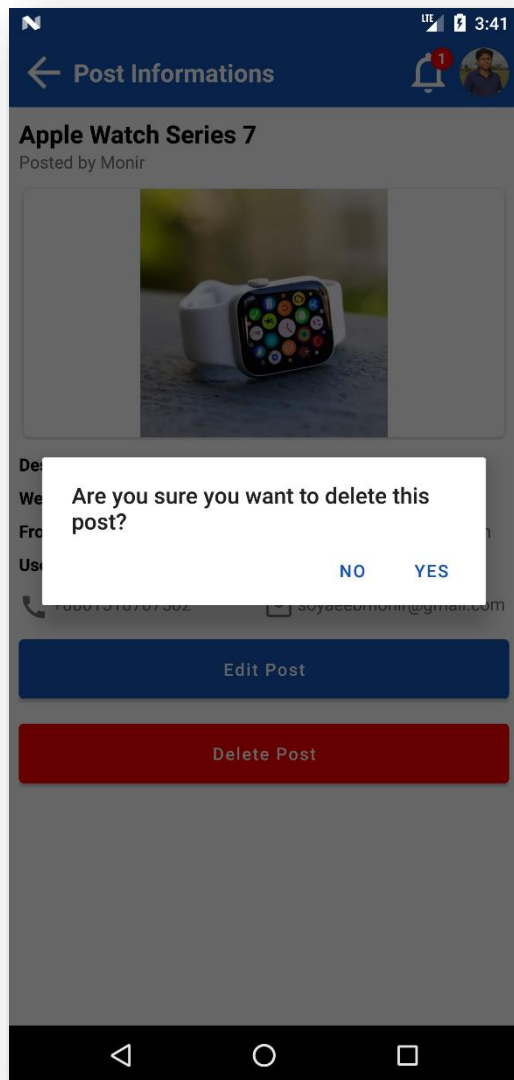


Figure 4.1.13: Delete Post

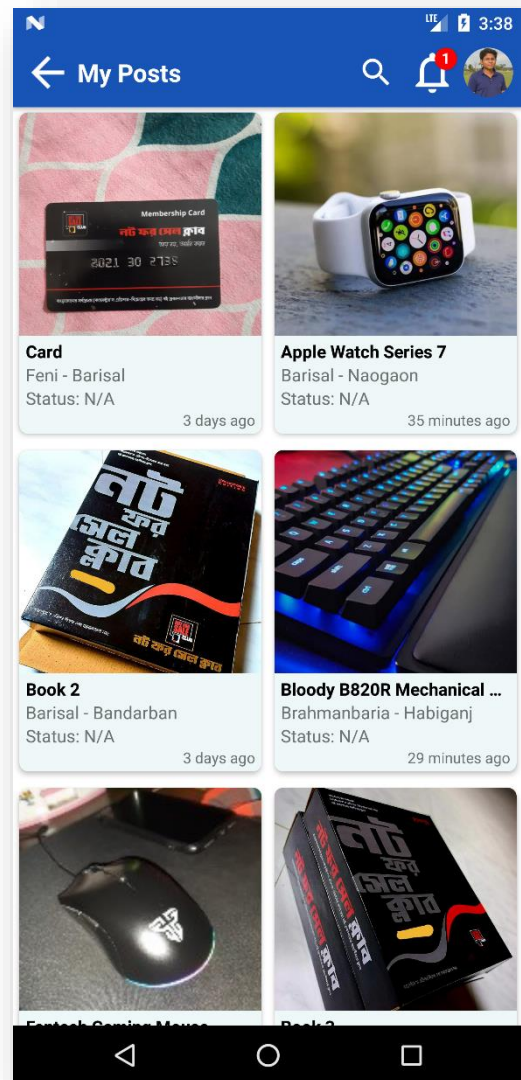


Figure 4.1.14: My Post

Delete Post: When you want to delete your post and click the delete button then delete popup dialog will appear then you can choose either yes or no.

My Post: On my post page you can find out your all post that you post before.

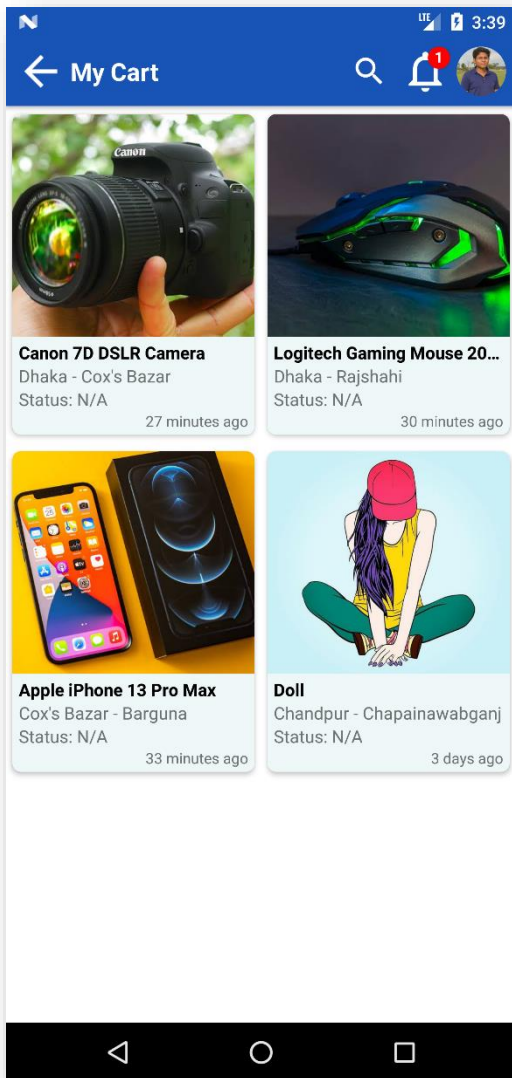


Figure 4.1.15: My Cart

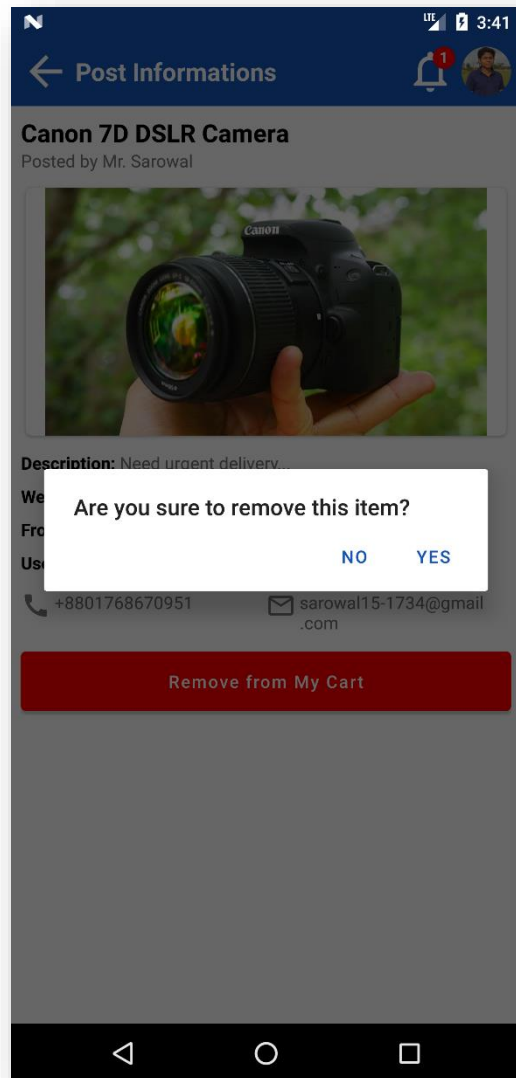


Figure 4.1.16: Remove Item from Cart

My Cart: On my cart page you can find out all post that you did add to your cart.

Remove Item from Cart: From my cart you can go to cart post details page. Then you can find out one option that remove item from cart. Then by choosing this option you can remove item from your cart

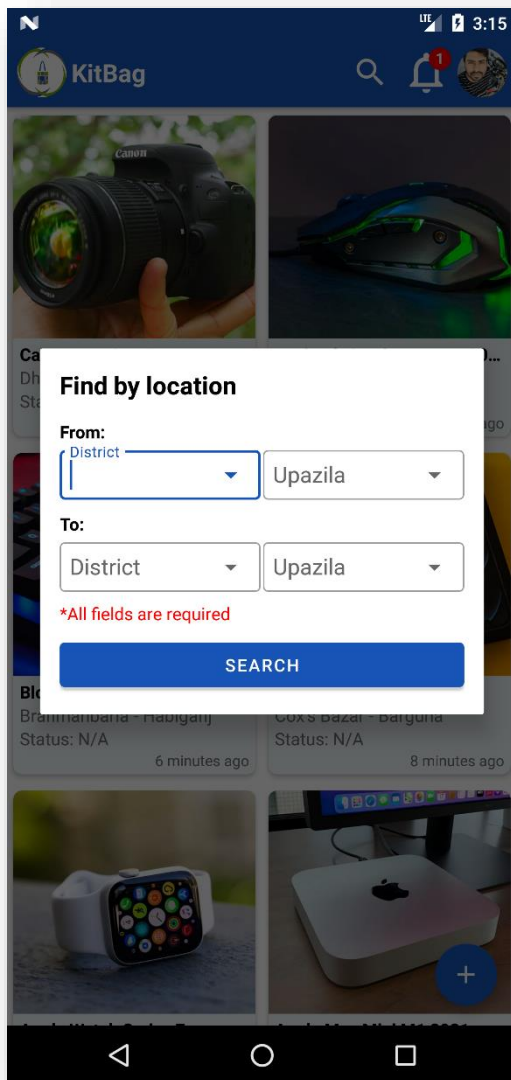


Figure 4.1.17: Find Item

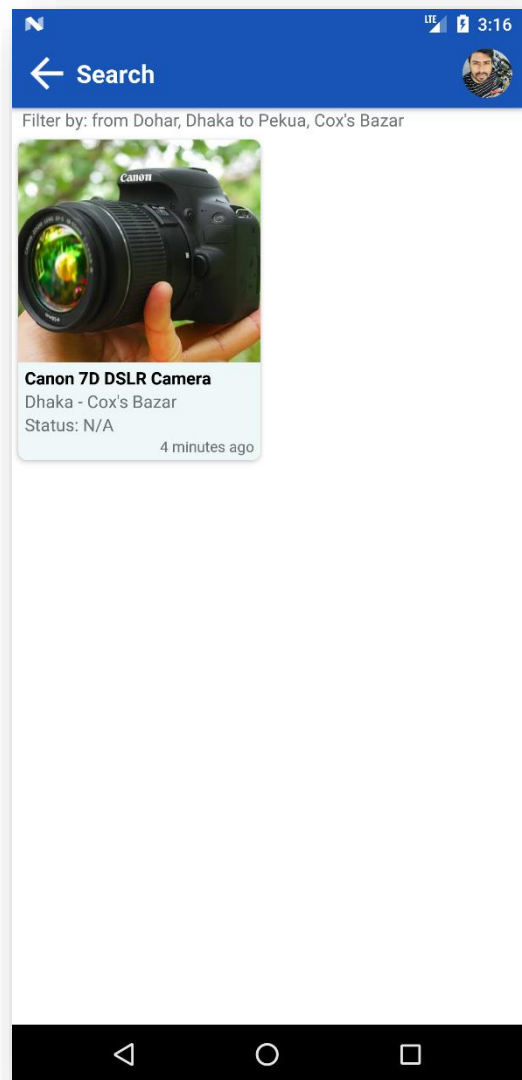


Figure 4.1.18: Search Result

Find Item: On find item popup you can find out a option where you can filter out all post and have your desired post by only providing the source and destination.

Search Result: On search result page you can find out your searched post or item

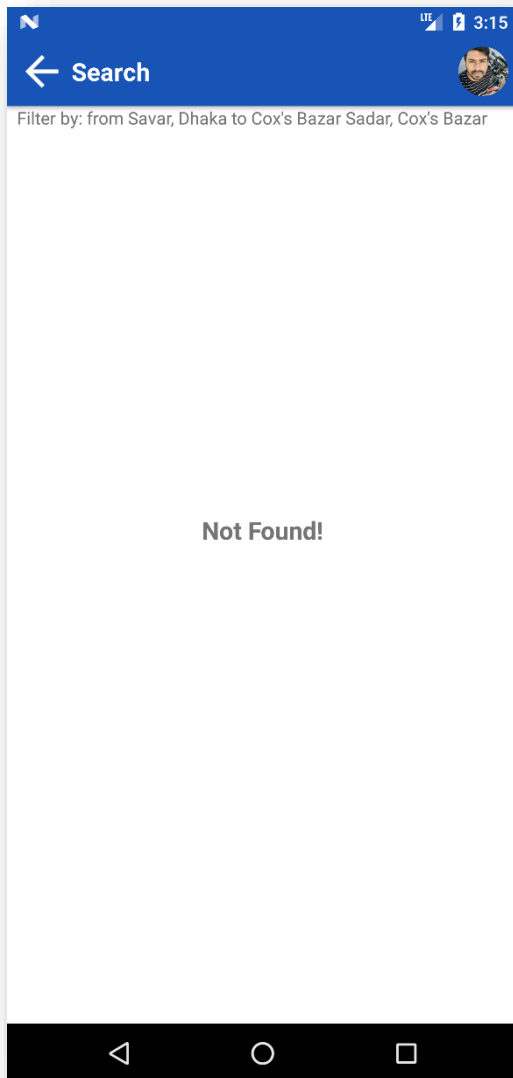


Figure 4.1.19: Search Result

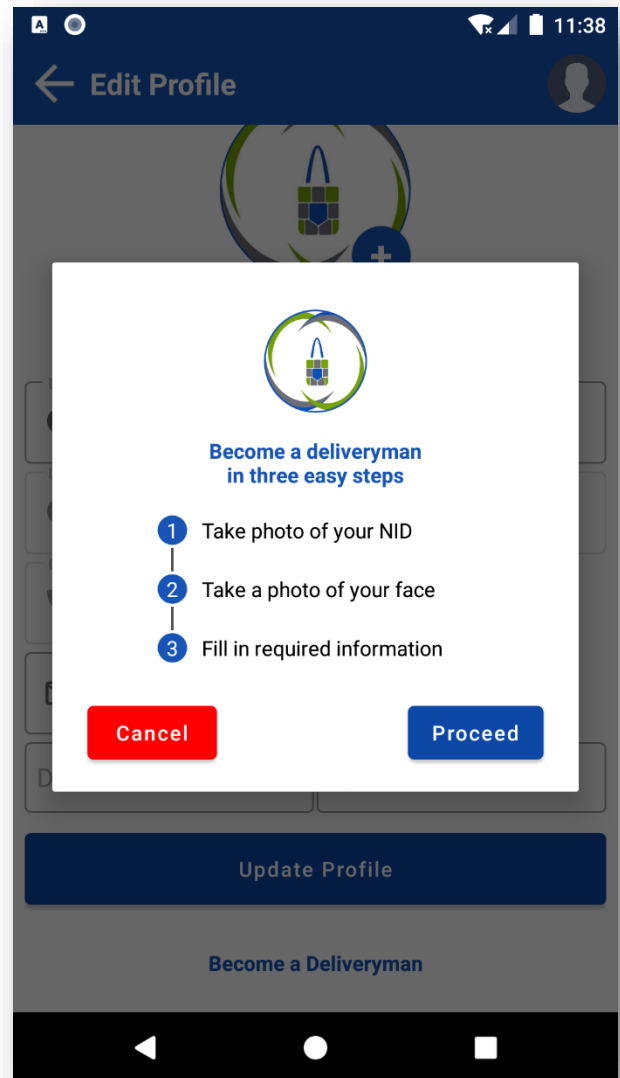


Figure 4.1.20: Become Deliveryman

Search Result: If you input those source and destination that are not matched the database of our system then you will not find any item or post.

Become Deliveryman: When you choose the option, become a deliveryman then the above popup will appear. Then you have to choose the proceed option to go ahead and follow the instructions.

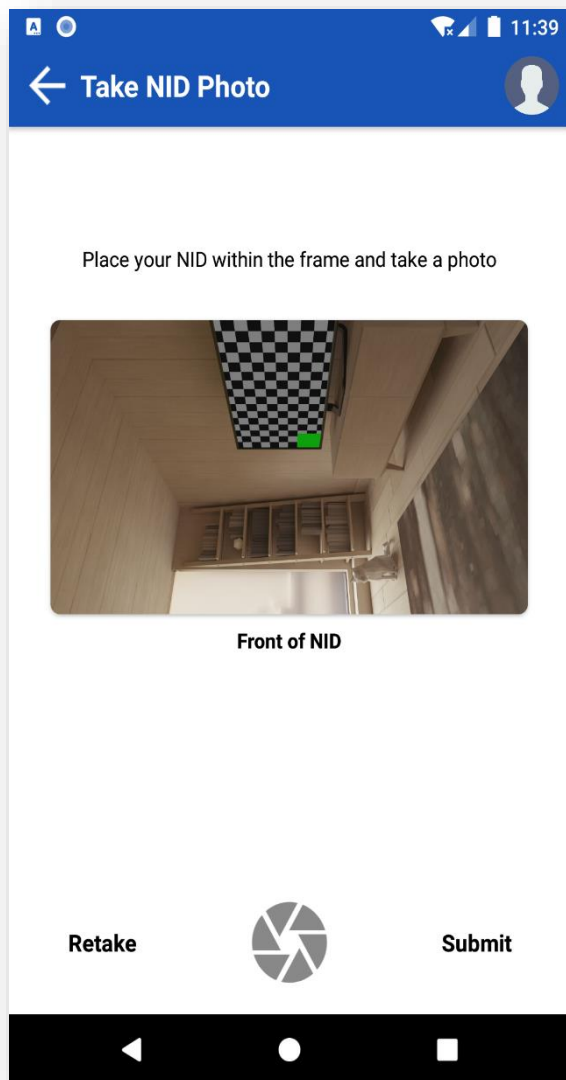


Figure 4.1.21: Capture Front NID

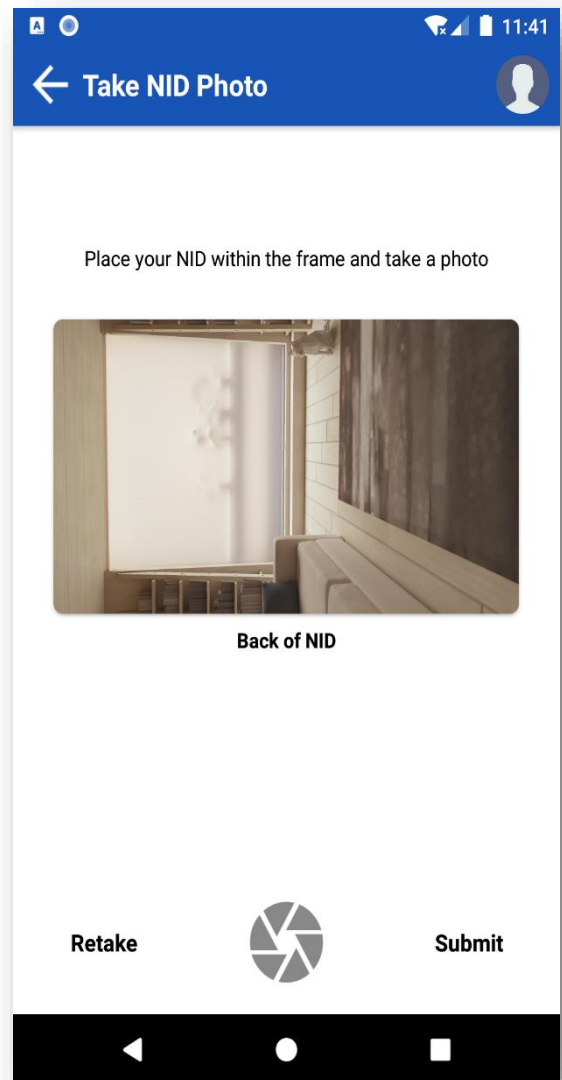


Figure 4.1.22: Capture Back NID

Capture Front NID: Here you have to take a clear photo of our national NID card (front part). Then you have to submit the photo for further process. Also, you can choose the retake option.

Capture Back NID: Here you have to take a clear photo of our national NID card (back part). Then you have to submit the photo for further process. Also, you can choose the retake option.

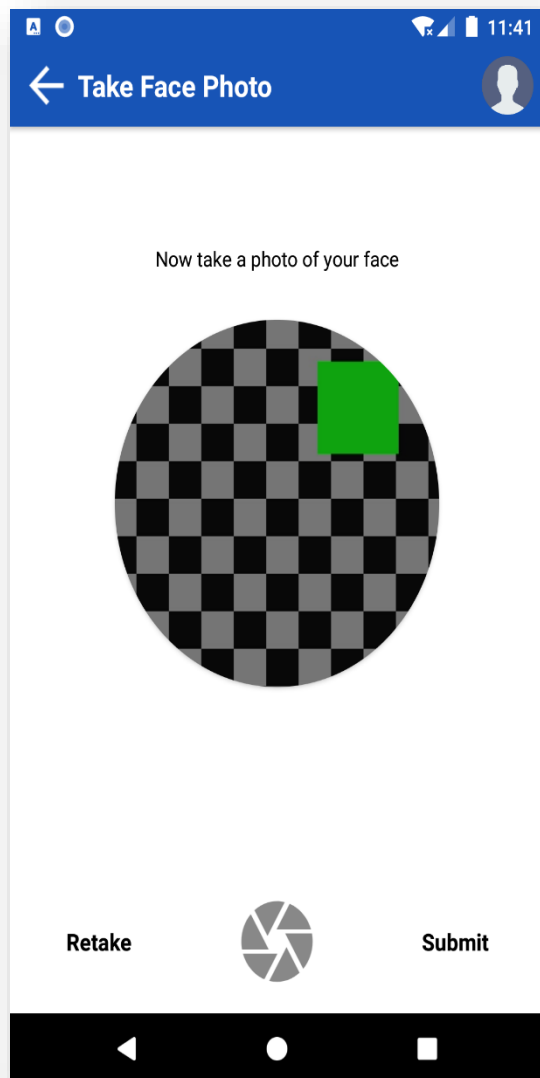


Figure 4.1.23: Capture Face Photo

Figure 4.1.24: NID Information

Capture Face of Yours: Here you have to take photo of your own. Then you have to submit your photo for further process. Also, you can choose the retake option to take photo again.

NID Information: Here you have to submit your whole NID information. Then your application will be successfully received by the KitBag admin.

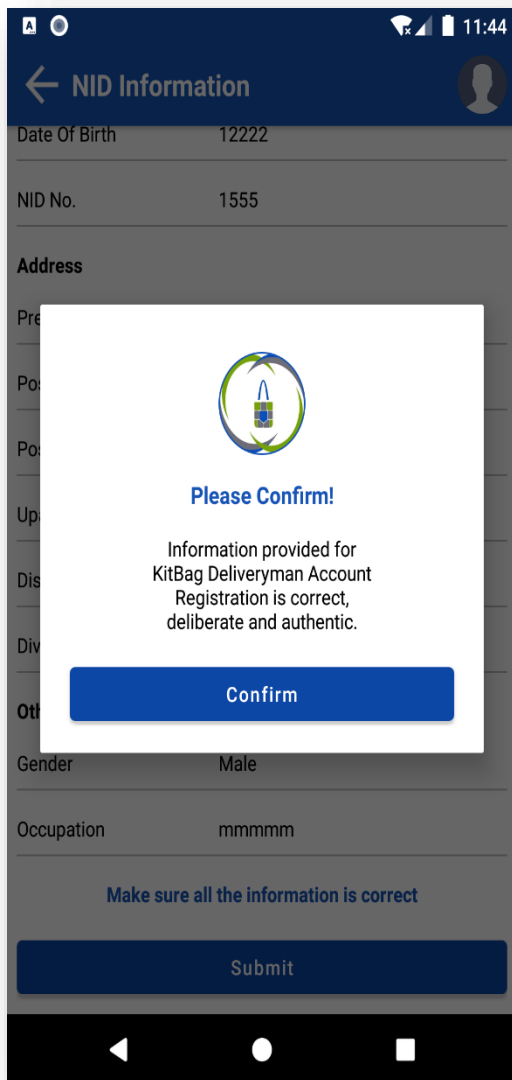


Figure 4.1.25: Deliveryman Registration Confirmation

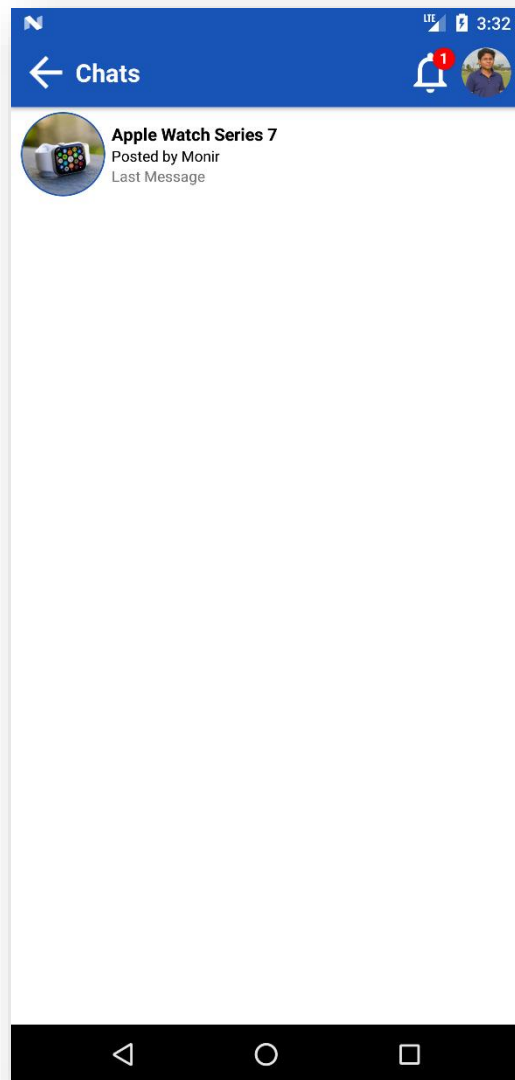


Figure 4.1.26: Chat User List

Deliveryman Registration Confirmation: Here a popup message will appear and then you have to click the conform button. By clicking conform button your application will send to admin to become a deliveryman.

Chat List: Here all chat list will appear whom you chat with. Here that chatting mainly happened between regular user and deliveryman

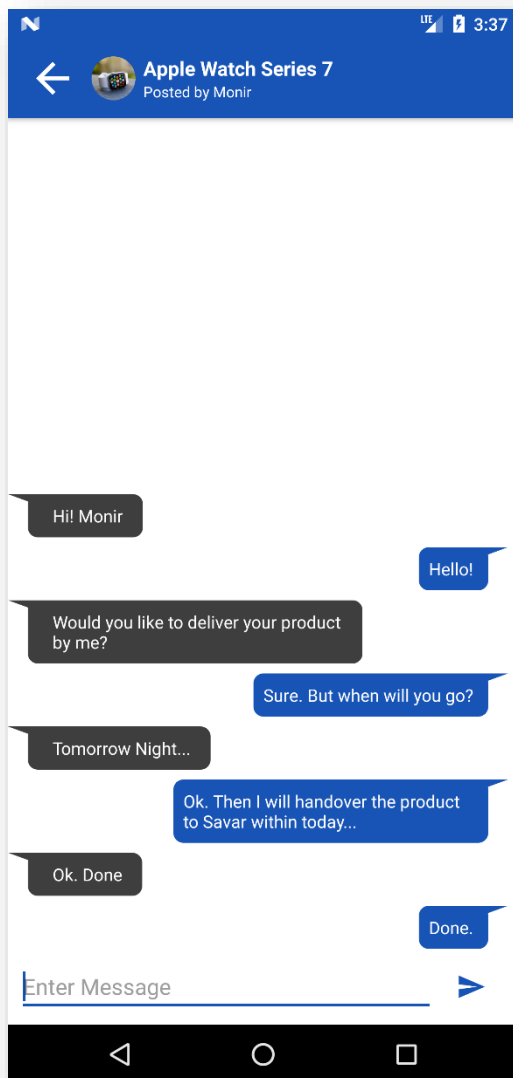


Figure 4.1.27: Chat

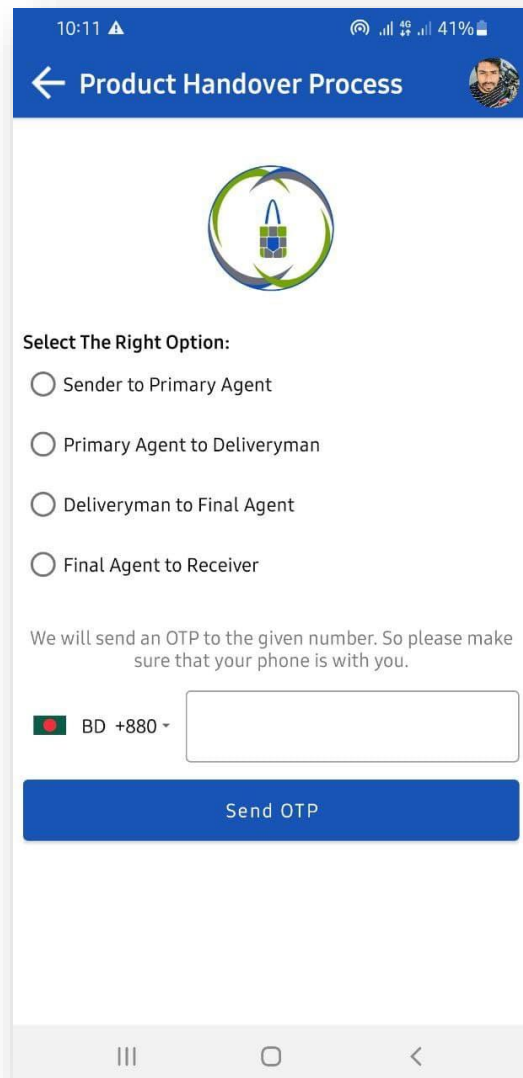


Figure 4.1.28: Product Handover Process

Chat Details: Chat details will appear here. Here you can find out the raw text that you send or receive.

Product Handover Process: Here you have to choose the right option that you want to send for. And then you have to provide the right person number into the text field.

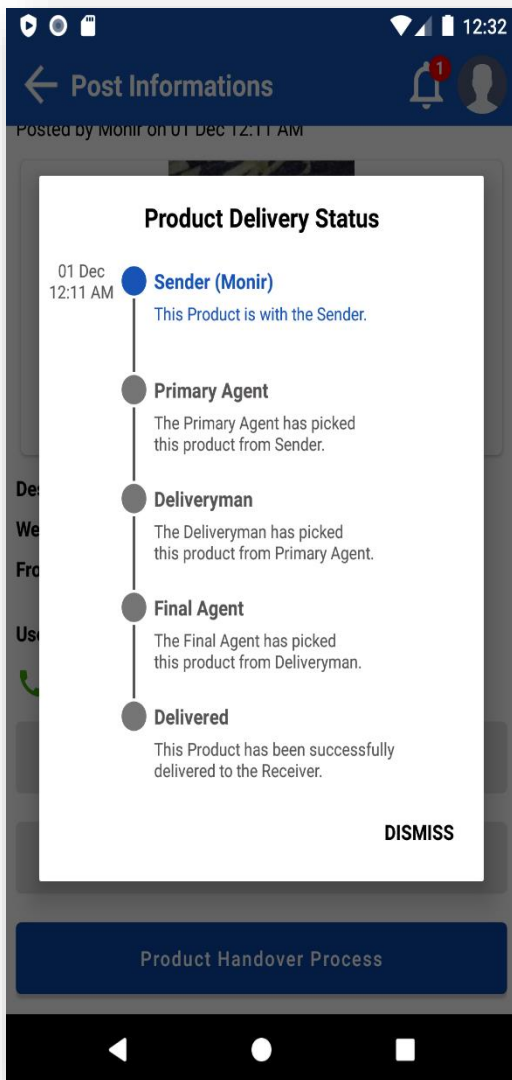


Figure 4.1.29: Product Delivery Status

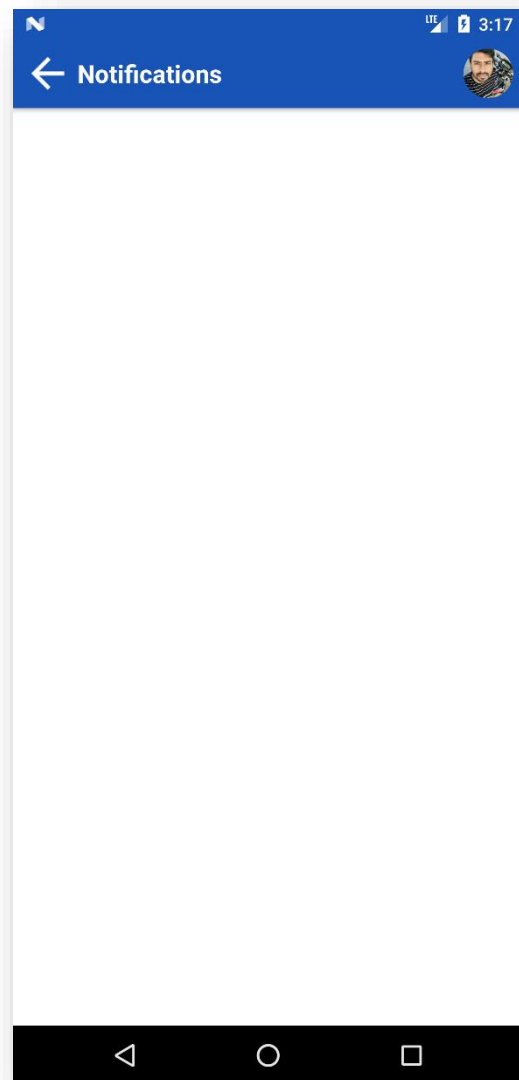


Figure 4.1.30: Notifications

Product Delivery status: Here you can track down your current delivery status.

Notifications: Here you can find out all notifications that are received by you.

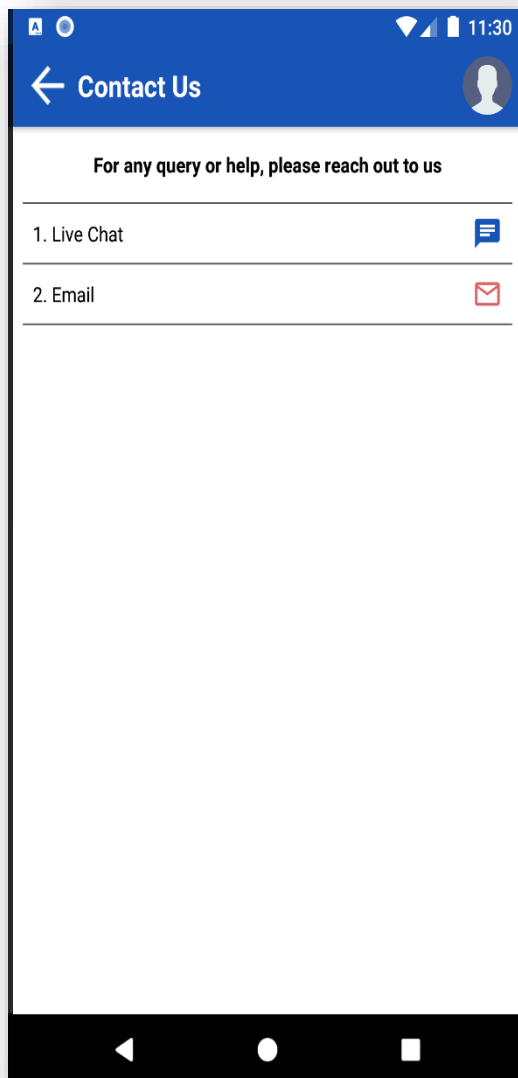


Figure 4.1.31: Contact Us

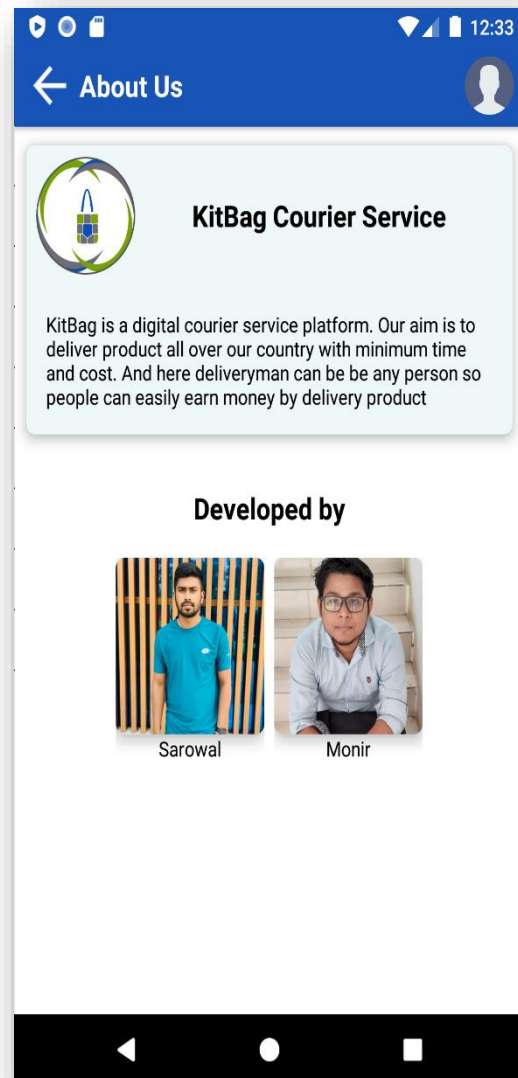


Figure 4.1.32: About Us

Contact Us: Here you can find out two option to contact with admin. One is live chat by clicking the live chat option you can chat with admin and could be able to say your problem or any suggestion.

About Us: You can find out some basic information about us.

UI of Admin Panel Application:

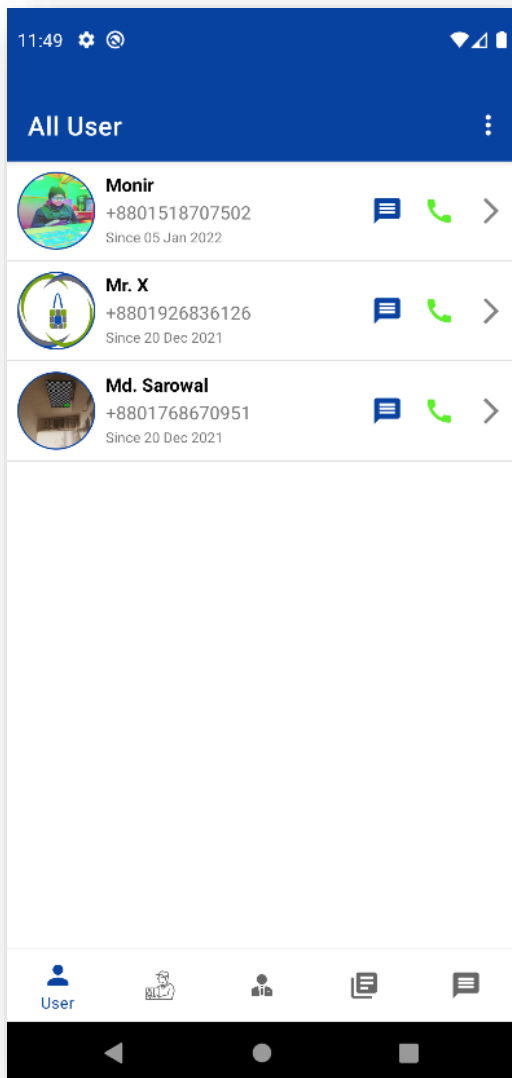


Figure 4.1.33: All User

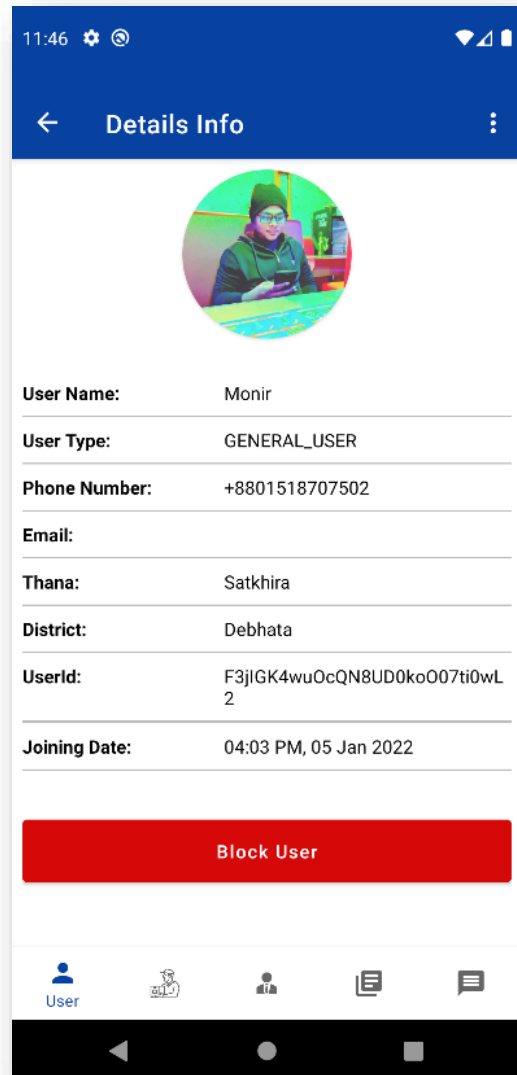


Figure 4.1.34: User Details

All User: This page represents all user of our system.

User Details: This page represents the user details information. Here admin will find one button called block user. By this button admin will be able to block and unblock user.

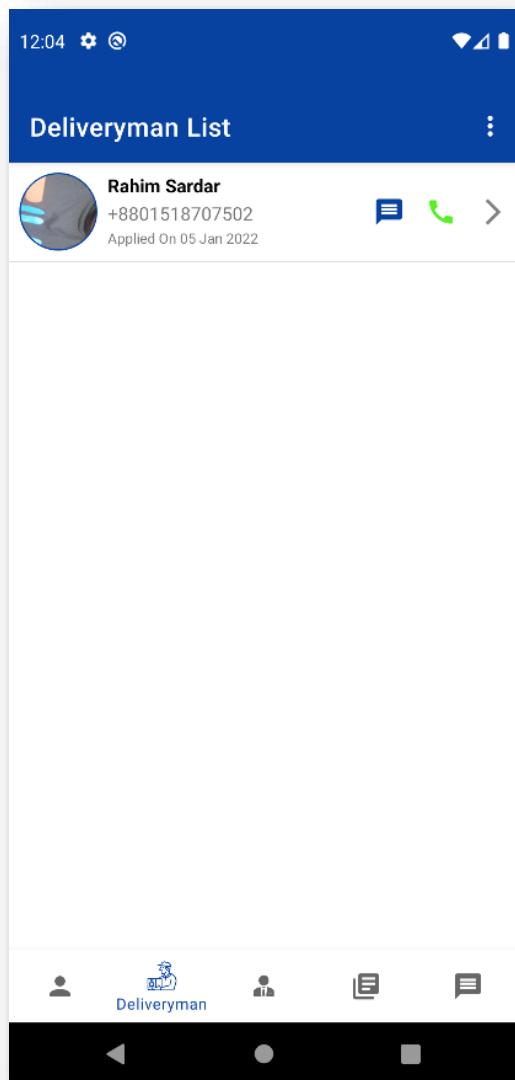


Figure 4.1.35: Deliveryman List

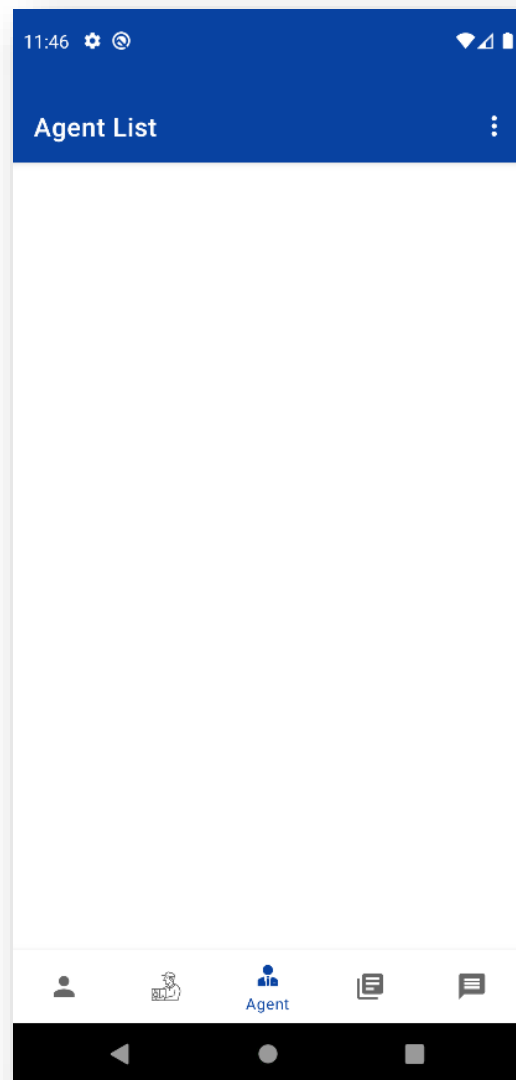


Figure 4.1.36: Agent List

Deliveryman List: This page represents all deliveryman list of our system.

Deliveryman List: This page represents all agent list of our system.

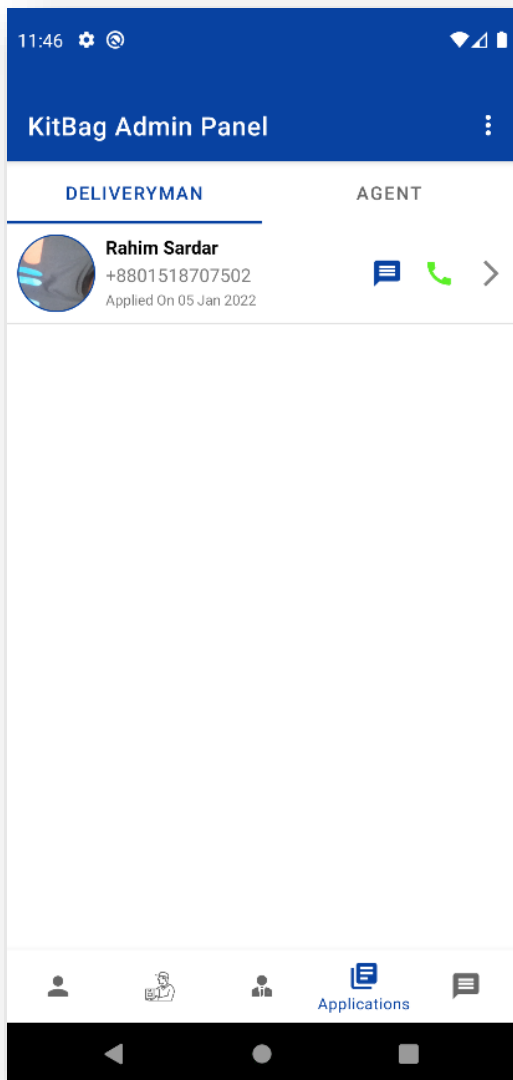


Figure 4.1.37: Applications List

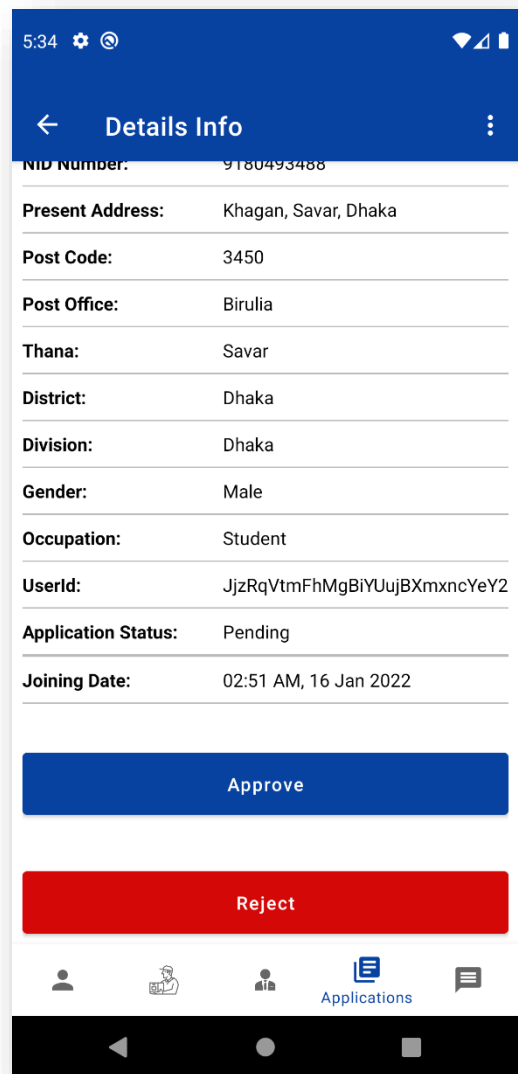


Figure 4.1.38: Application Details

Application List: Here admin will find all applications list of deliveryman and agent.

Application Details: Here admin will find application details of any deliveryman or agent. And here admin can approve or reject any application of deliveryman or agent

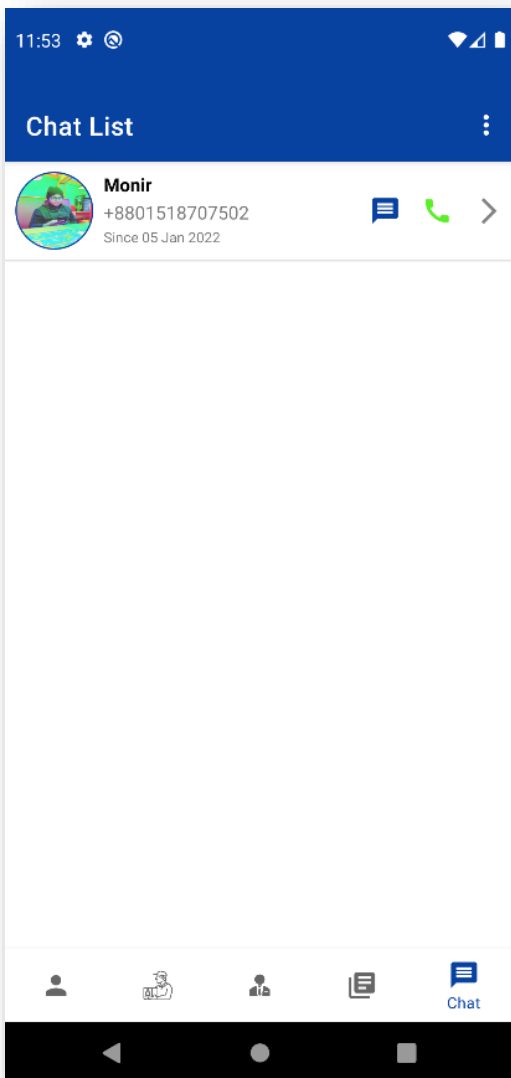


Figure 4.1.39: Chat List

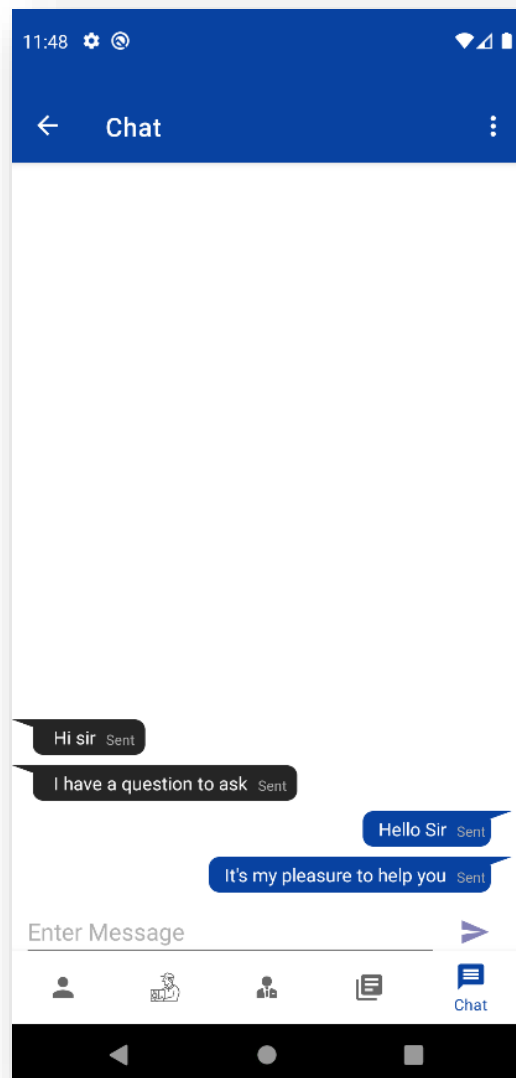


Figure 4.1.40: Chat Details

Chat List: This chat list will represent the chat between user and admin.

Chat: Here you will find the chat details of user and admin

4.2 Back-end Design:

The back-end design is the inner logical part of an application. It is also known as server-side design. Back-end design helps to make a dynamic. It defines how the application should work. Back end is the most complicated and crucial part of an application. The whole system depends on the back end or server side. A backend developer needs to deal with various complicated section like authentication, session, data validation, database management, data passing, security and many more. We have used JAVA language to give all the logic to our system. Firebase database is used to save our data and manage our systems database.

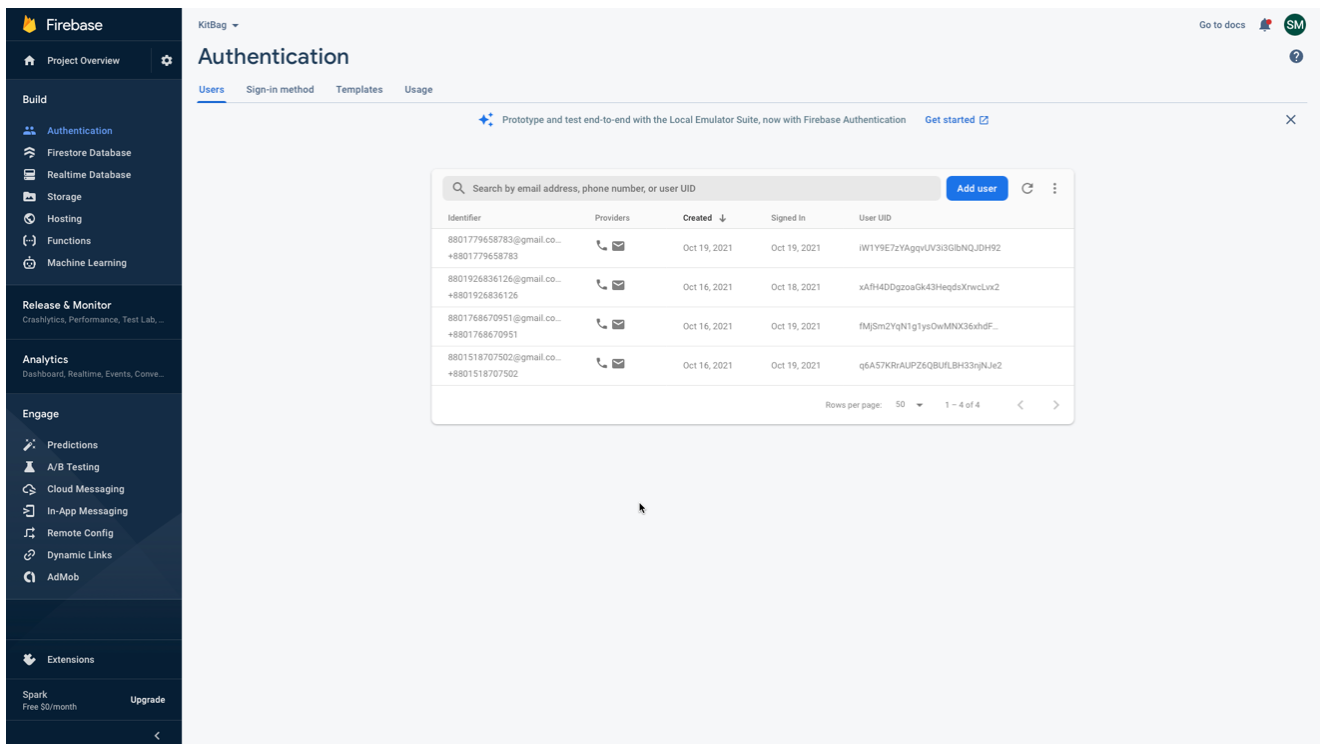


Figure 4.2.1: Authentication

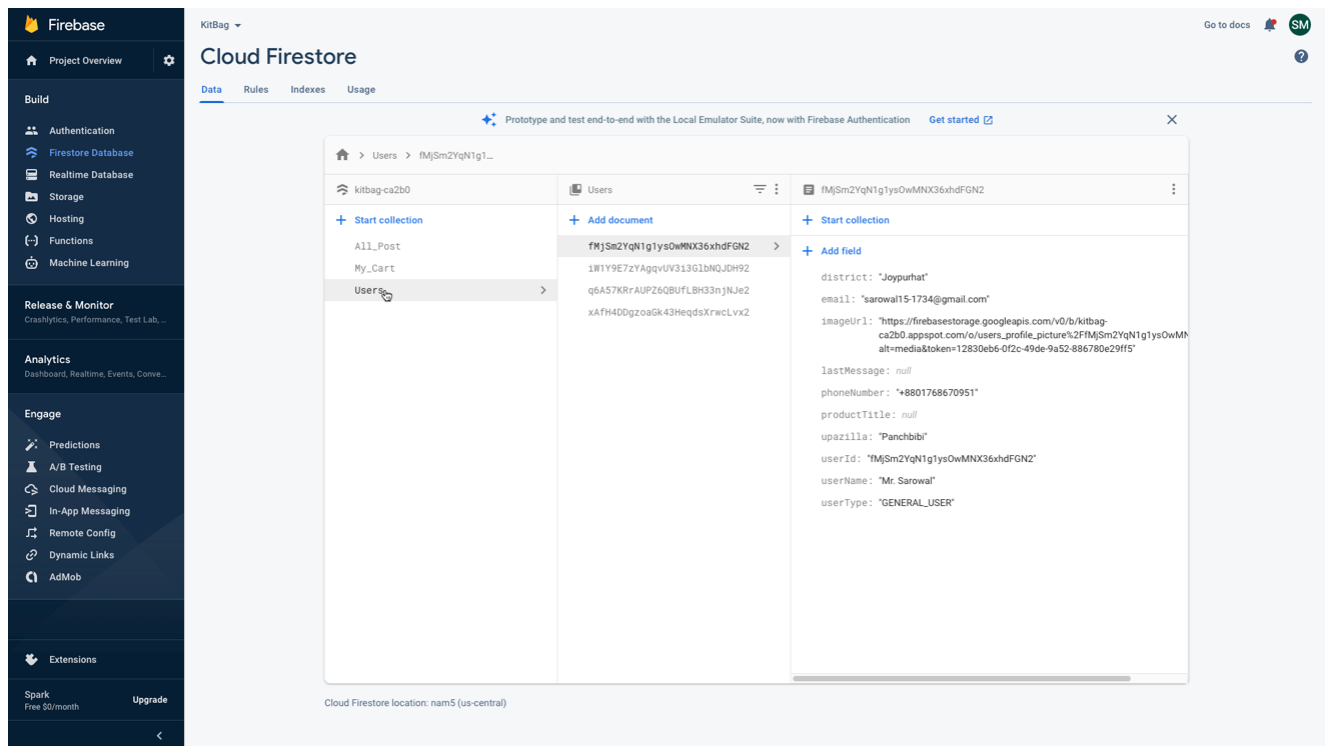


Figure 4.2.2: All Users

All User: This is our part of database. Here admin will find the database part of all user. This is mainly cloud firestore the part of firebase.

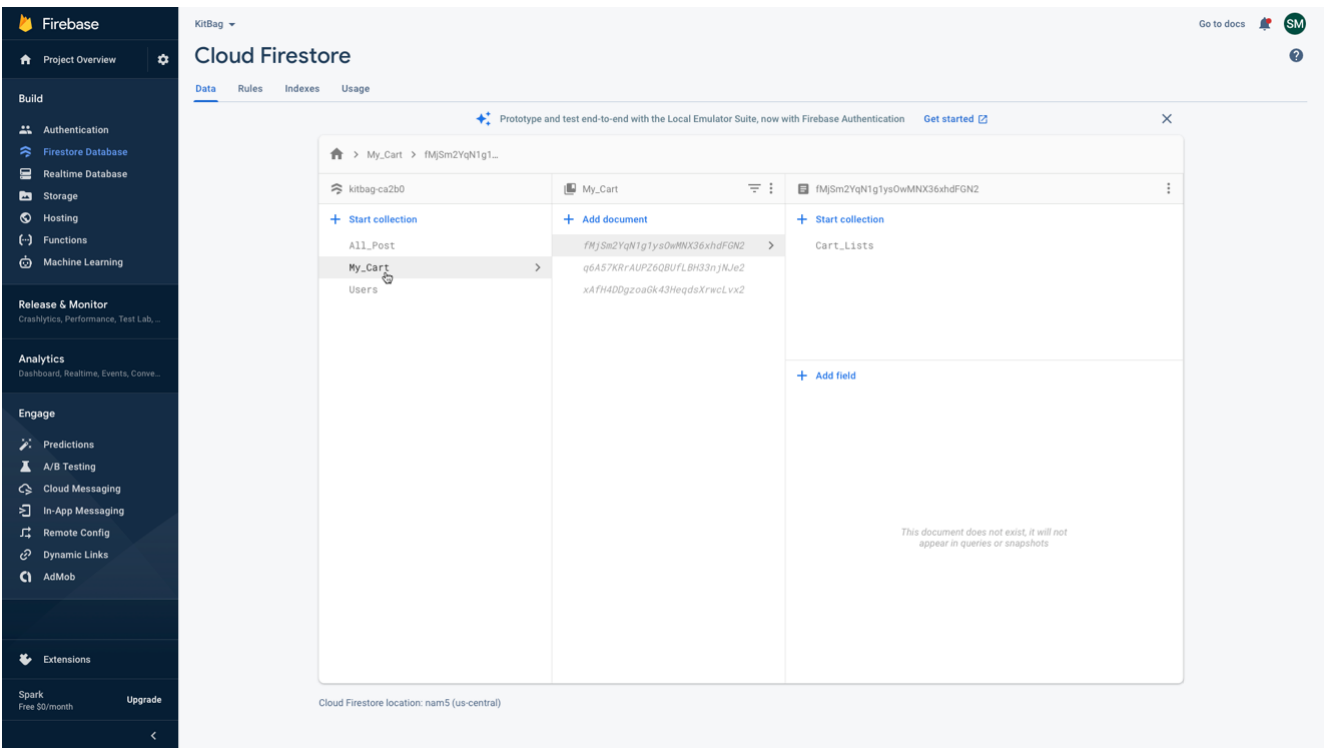


Figure 4.2.3: My Cart

My Cart: This is our part of database. Here admin will find the database part all user's cart list. This is also cloud firestore the part of firebase.

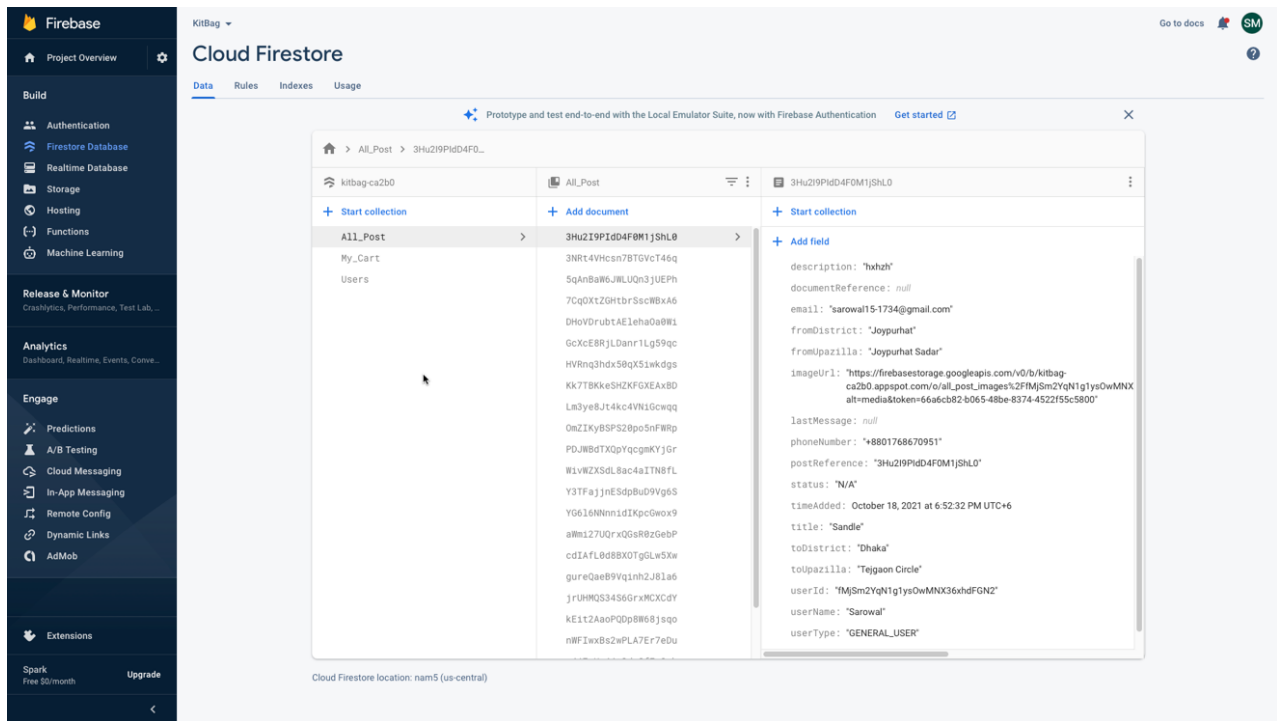


Figure 4.2.4: All Post

All Post: This is our part of database. Here admin will find the database part of all post that are posted by user. This is mainly cloud firestore the part of firebase.

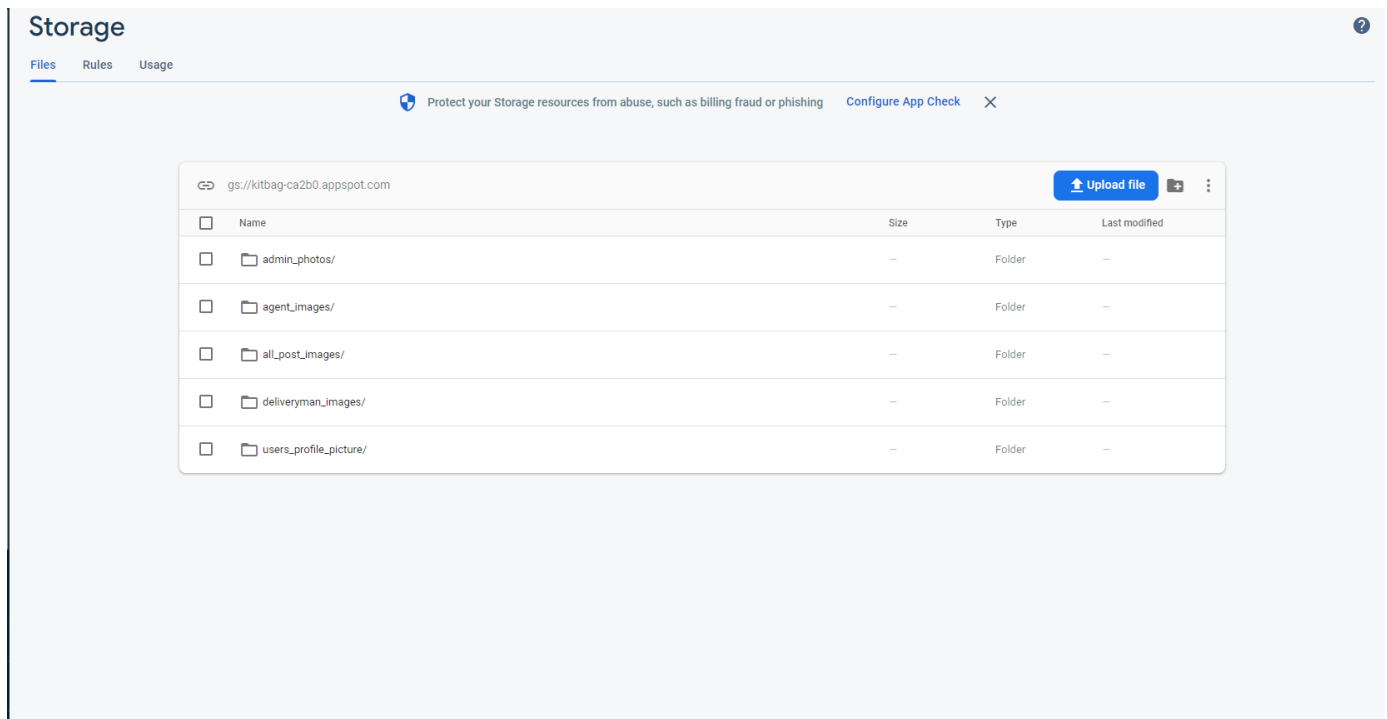


Figure 4.2.5: Storage

Storage: This is our part of database. Here admin will find the database part all types of images. Likes admin photos, agent images, all post images, deliveryman images and user profile images.

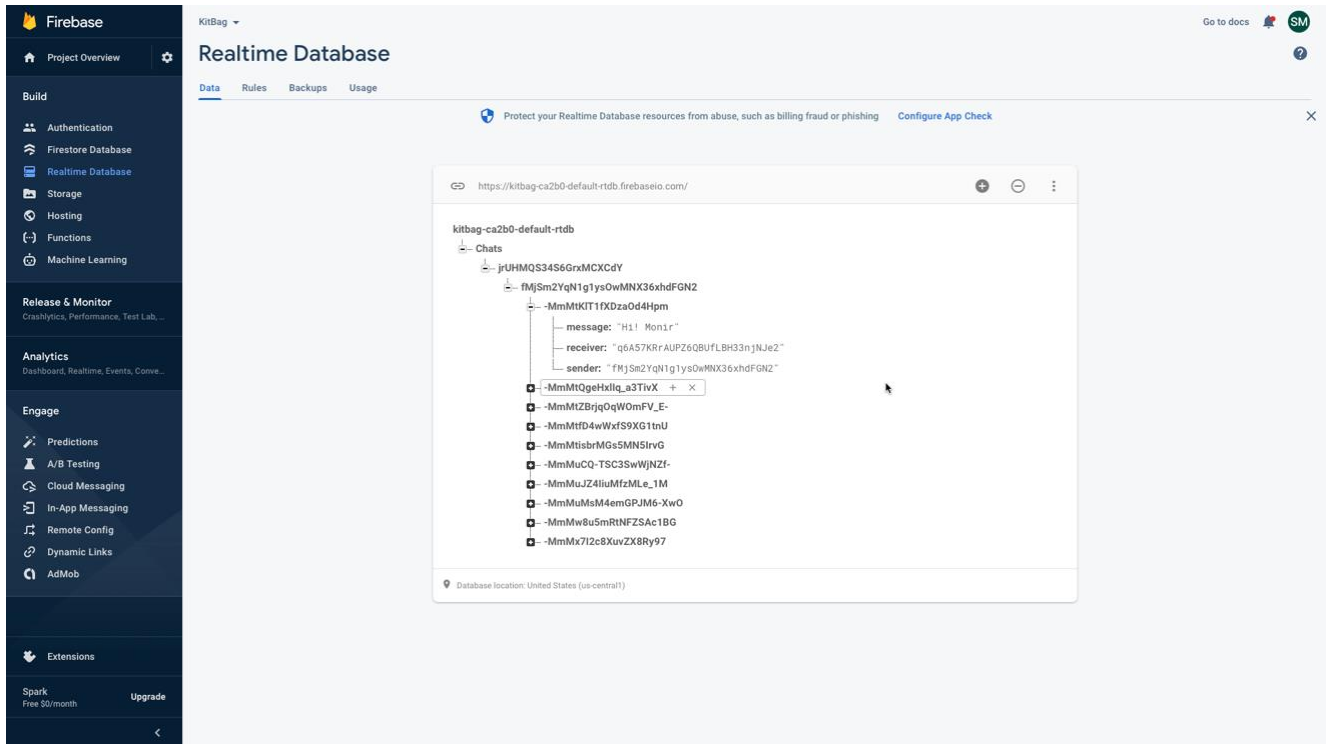


Figure 4.2.6: Chat Database

Chat Database: This is our part of database. Here admin will find the database part all chat. Here two types of chat will be stored. First one between the user and deliveryman or user and agent. And the second one is between admin and other user or agent or deliveryman.

4.3 Interaction Design and User Experience (UX):

We made our applications UI as simple as possible so that any type of users can easily understand about the whole process of the UI. We have added navigation drawer in every single activity so that it is very simple and fast way to go through. In the Post Information activity, the deliveryman can send delivery request to the product owner by clicking only a single button. Also, user can add the post in his/her cart for later communication. User can track their product by clicking the status button. Users can send mail and can make a call by clicking a single button and Also, we have added the in app chat functionality which will so much helpful for both of user and deliveryman.

4.4 Implementation Requirements:

- The Backend of the system should be developed using JAVA.
- Firebase is preferred database for store and managing all the data.
- Validating all the input fields using Java so that the load in the server side reduces.
- Unauthorized access needed to prevent in proper way
- Any invalid data input in editText should be warned by various error message.
- All the database query should work properly.

CHAPTER 5

Implementation and Testing

5.1 Implementation of Database

We used Firebase as our backend server. To use firebase in our IDE (Android studio) first of all we have to have the latest version of android studio. Then we have to create an account on firebase server using our google account. Then we can sign into firebase. Then the following steps should be followed-

- Creating a firebase project
- Register our app with Firebase
- Add a Firebase configuration file into our app
- Add Firebase SDKs to our app

Then we can use the feature of firebase like Authentication, Firebase firestore database, Firebase real-time database, Storage, Cloud messaging and many more.

5.2 Implementation of Front-end Design

Our primary goal in designing a front end was to ensure a simple UI for users. So, we have tried to keep our applications UI as simple as possible. We also keep in mind that the design should be attractive and user-friendly during implementation of front end design. Another important factor is that the application should be responsive to all kinds of android smartphones. So, we have used XML language to make our application responsive. We have used Java to ensure user friendly interaction. Our frontend design includes the following–

- A simple but attractive home page design.
- An easily understandable post details activity.
- User friendly registration and login activity.
- An attractive and easy to use my cart and my post design.
- And an attractive navigation drawer is available to all activity.
- A floating action button is available on main activity to create a new post.

5.3 Testing Implementation

Implementation is the process of putting an action for the formulated plan. Before we implement, the plan should have been completed and our objectives should be clear.

Testing each one of those actions formulated in the plan is said to be implementation testing. For our application the testing implementation based on the following-

- During registration check the input phone number is in valid format
- During registration check the input phone number is already registered
- Check password and confirm password input is same.
- During login check the input phone number is in valid format
- During login check the input phone number is already registered
- During login check the authenticate user.
- During forgot password check the input phone number is in valid format
- During forgot password check the input phone number is already registered
- During Update password check the given old password matched or not and check the new password and confirm password input is same.
- And many more.

5.4 Test Results and Reports

Table 5.4.1: Test Report of Login

Conditions	Phone Number	F	T	F	T
	Password	F	F	T	T
Actions	Actual Result	Error: Please enter valid mobile number and password	Error: Please enter valid mobile number and password	Error: Please enter valid mobile number and password	Logged in
	Expected Result	Error: Please enter valid mobile	Error: Please enter valid mobile	Error: Please enter valid mobile	Logged in

		number and password	number and password	number and password	
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Table 5.4.2: Test Report of Change Password

Conditions	Old Password	F	T	F	T
	New Password	F	F	T	T
Actions	Actual Result	Error: Please enter valid password	Error: Please enter valid password	Error: Please enter valid password	Password Changed
	Expected Result	Error: Please enter valid password	Error: Please enter valid password	Error: Please enter valid password	Password Changed

Table 5.4.3: Others Test Report

Test Case	Description	Test Data	Expected Result	Actual Result
01	During registration check Password and Confirm password input is same.	Password: scxu1b23 Confirm Password: xsddb3	Error: Please enter valid password	Error: Please enter valid password
02	Check the input phone number is in valid format	Phone: 89244	Error: Invalid phone	Error: Invalid phone
03	During registration check the input phone number is already registered	Phone: 017*****54	Message: Success	Message: Success

Note: All we performed here is white box testing.

CHAPTER 6

Impact on Society, Environment and Sustainability

6.1 Impact on Society

Our project is unique to our society and We hope our application will have good and huge impact on our society. And the expected impact could be the followings

- Product delivery process will be easy to everybody.
- Anybody can be our delivery man so unemployment problem will be reduced.
- All the college and university going students will be beneficated as they can earn money by doing job as deliveryman.
- Product delivery cost will be reduced compare to traditional courier service company
- Also, product delivery time will be reduced compare to traditional courier service company
- Our young generation will be inspired from us and they can start new business and could be an entrepreneur.

- Product delivery difficulty and some major problem will be solved through our project

And at last, we want to say that overall, our project will contribute at huge amount on our social economy. Labor, student and other unemployed people will be benefited from our project. As we all know that unemployment problem is a curse to our society. And we can see that from the above discussion unemployment problem will be reduce a lot by the help of project. As a result, social crime on our society will be reduce.

6.2 Impact on Environment

Our project is a digital courier service system. We need labor, student and any kind of professional people who could be as our deliveryman. They can deliver product into their extra bag and luggage at the time of their journey. To here at the purpose of delivery extra vehicle is not needed. So, air pollution and sound pollution will not arise through our project.

But our project has a bad impact on environment that is our project will use a lot of poly whenever we need to package of product for delivery.

6.3 Ethical Aspects

As we all know that unemployment problem is a curse for our country because unemployment causes crime. So, the ethical aspect against crime should be solved the unemployment problem. From the all above discussion we have seen that our project will provide a huge amount of job opportunity for our country people so unemployment problem will be reduced through our project so by this way crime also will be reduced. So, we can say that the ethical aspect of our project is unemployment problem will be reduced as well as crime will be reduced.

6.4 Sustainability Plan

Our project sustainability plan will be proceeding the following way-

- First of all, our project needs some capital to be started.
- After that we can expand our project by using the revenue from our project.
- We will establish a physical office so our company will be conducted on efficient way.
- Our agent and product deliveryman will increase day by day because we will provide 70% revenue to our deliveryman and 20% to our agent. As deliveryman and agent are the heart of our company so our company will be sustainable.
- We will provide better service to our user with minimum cost and minimum time. So, our user will increase day by day. So, our company will be sustainable.

CHAPTER 7

Conclusion and Future Scope

7.1 Discussion and Conclusion

So, from the above discussion we can say that our application is going to be an important platform for delivering your necessary parcel and so on. All you have to do; you just have to make an account by using your mobile number and then you will get all access to do so what we mention in the above discussion. Also, your time will be saved and it will require less money compare to any other courier service platform all over the world. And the best part of our company will be here anybody could be as deliveryman. So here students and labor will be very benefited by using our system with deliver product. Also, we have a special feature where you can deliver your parcel with emergency situation by possible minimum time. All you have to do; you have to post your item with emergency icon then our personal deliveryman can deliver your parcel with possible minimum time.

7.2 Scope for Further Developments

In future we have a plan to establish one physical office per district to collect the complaint from our users. So that we can provide better and more secure service to our user. We have a plan to provide our personal deliveryman for better delivery for our beloved users. And we have a huge plan for you which is we will provide not only local service but also international service.

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