

# **PROJECT REPORT**

**on**

**Courier Management System**

# **ACKNOWLEDGEMENT**

We thank the almighty for giving us the courage & perseverance in completing the project. This project itself is an acknowledgement for all those who have given us their heart-felt-co-operation in making it a grand success.

We are thankful to our principal, **Prof.**-----for providing the necessary infrastructure and labs. We are greatly indebted to, Head of Information Technology, **Mr.** ----- for providing valuable guidance at every stage of this project work.

We are also thankful to the project coordinator, **Mr.** ----- for extending their sincere & heartfelt guidance throughout this project work. Without their supervision and many hours of devoted guidance, stimulating & constructive criticism, this thesis would never come out in this form.

It is a pleasure to express our deep and sincere gratitude to the project Guide **Mr.**----- and are profoundly grateful towards the unmatched help rendered by him. Our special thanks to all the lectures of Information Technology, for their valuable advises at every stage of this work.

Last but not the least; we would like to express our deep sense and earnest thanks giving to our dear parents for their moral support and heartfelt cooperation in doing the project. We would also like to thank our friends, whose direct or indirect help has enabled us to complete this work successfully.

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# **ABSTRACT**

## **Title of the Project:Courier Management System**

### **Description:**

This project deals with the '**Courier Management System**. The system is used for daily activities such as booking a courier, courier history; maintain staff details, branch details.

### **Previous System:**

This project deals with the 'Courier Management System '. The system is used for daily activities such as booking, Booking history ,staff details, Branch details and pickup centers. It is very difficult to do this process manually. Hence it is recommended to computerize the process by developing the relative software as the world is turning into information and technology; computerization becomes necessity in all walks of life.

### **Existing System:**

The existing system is not totally automated. Though the system is computerized to a particular extent, it has to do a lot of manual work.

The different processes involved are:

- ✓ To maintain details of bookings manually.
- ✓ Maintain details of the employees.
- ✓ To maintain details of the incoming couriers.
- ✓ To maintain full courier details.

## **Modules:**

- ✓ **Administrator**
- ✓ **Staff**
- ✓ **Customer**

In this project we use PHP and MySQL database. It has three module

1. Admin Module
2. Staff Module.
3. User Module

### **Admin Module**

1. **Dashboard:** In this section admin can see all detail in brief like total courier, Total Courier Pickup, Total Shipped, Total In-transit, Total Courier arrived at destination, Total courier out for delivery and Total delivered courier.
2. **Branches:** In this section admin can manage branches (add and update).
3. **Staffs:** In this section admin can manage Staffs (add, update and delete).
4. **Courier:** In this section admin can view courier status and check the courier detail which is filling by staff of different branches.
5. **Complaints:** In this Section, admin can view the complaints raised by the user and also provide solution for that complaints.
6. **Pages:** In this Section, Admin can update the about us and contact us page data.
7. **Enquiry:** In this Section, Admin can view the enquiry raised by the use
8. **Reports:** In this section admin can view courier details, courier counts and sales report according to dates.

Admin can also update his profile, change password and recover password.

### **Staff Module**

1. **Dashboard:** In this section staffs can see all detail in brief like total courier , Total Courier Pickup, Total Shipped, Total In-transit, Total Courier arrived at destination, Total courier out for delivery and Total delivered courier.
2. **Add Courier:** In this section staffs fill the courier detail of parcel.
3. **Status:** In this section staffs can view the courier details and they have also right to change courier status according to current status.
4. **Search Courier:** In this section staffs can search particular courier with the help of tracking number/reference number.

Staffs can also update his profile, change password and recover password.

## **User Module**

In this module user can view current delivery status of his parcel and also view the different branches of Courier Company.

**About Us:** In this section, User can the about us information.

**Branch:** In this section, admin can view the different branches of Courier Company.

**Complaints:** In this section, admin can raised the complaint against his/ her reference number and also check the status of the complaint.

**Contact:** In this Section, User can view the contact details of the courier company and also raise the enquiry.

*Note: In this project MD5 encryption method used.*

# **PURPOSE OF PROJECT**

This project deals with the 'Courier Management System'. The system is used for daily activities such as booking, history of courier, staff details and branches. It is very difficult to do this process manually. Hence it is recommended to computerize the process by developing the relative software as the world is turning into information and technology; computerization becomes necessity in all walks of life.

## **Why the new system?**

Nowadays, people are very busy and they don't find much time to go to a dealer to get products. But they need to buy products. And most of the people are accessing Internet.

Then why don't we help them in searching & getting products online. Of course this is helpful for company & dealer also to improve the sales.

# **SCOPE OF THE PROJECT**

Courier management system computerization is “the incorporate of appropriate technology to help administrator manage information. Technology is considered appropriate, when it utilizes the most abundant domestic resources and conserves capital and skilled personnel”.

This project deals with the maintenance of booking details, incoming courier details, courier non delivery details and courier return details etc. the main aim of this project is to computerize the maintenance of courier management.

# PROJECT OVERVIEW

## Modules:

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*Note: In this project MD5 encryption method used.*

# **PROJECT ANALYSIS**

## **Description of the Existing System**

The existing system is not totally automated. Though the system is computerized to a particular extent, it has to do a lot of manual work.

The different processes involved are:

- ✓ To maintain details of bookings manually.
- ✓ Maintain the details of the employees.
- ✓ To maintain details of the incoming couriers.
- ✓ To maintain courier history.
- ✓ To maintain the details of branches.

## **Bottlenecks of the existing system**

The existing system has lot of problems such as

- ✓ The entire database is maintained manually which is rather tedious and error prone.
- ✓ Time delay is more because of verification of many records for generating reports, answering queries etc.
- ✓ Queries are not answered properly due to lack of communication.
- ✓ More space is required to keep all the records.
- ✓ Improper interface.

## System Specifications

### Hardware Requirements:-

- Pentium-IV(Processor).
- 256 MB Ram
- 512 KB Cache Memory
- Hard disk 10 GB
- Microsoft Compatible 101 or more Key Board

### Software Requirements: -

- **Operating System :** Windows / Linux any one
- **Programming language:** PHP
- **Web-Technology:** Open Source
- **Front-End:** PHP
- **Back-End:** MySQL
- **Web Server:** Apache

# **SYSTEM DEVELOPMENT ENVIRONMENT**

## **1. HTML**

### **WHAT IS HTML?**

To publish information for global distribution, one needs a university-understood language, a kind of publishing mother tongue that all computers may potentially understand. The publishing language used by the World Wide Web is HTML (Hyper Text Markup Language)

### **HTML Gives Authors the Means To**

1. Publish online documents with headings, text, tables, list, photos etc.
2. Retrieve online information via hypertext links, at the click of a button
3. Design forms for conducting transactions with remote services, for use in searching information, making reservation, ordering products etc.;
4. Includes spreadsheets, video clips, sound clips, and other applications directly in the documents.
- 5.

### **Some HTML Tags**

<HTML>:Starting an HTML tag

<HEAD> : Creating a web page's head

<TITLE> : Giving a web page 's body

</HEAD> : Ending a web pages head

`</BODY>` : Ending a web pages body

`</HTML>`:Ending a web page

`<FORM>` : Creating a HTML forms

`<INPUT TYPE=BUTTON>` : Creating a buttons

`<INPUT TYPE=CHECKBOX>` : Creating a checkboxes

`<INPUT TYPE=SUBMIT>` : Creating a submit button

`<INPUT TYPE=TEXT>` : Creating a text fields

## **HTML 4.0**

HTML 4.0 extends with mechanisms for style sheets, scripting, frames embedding objects, improved support for right to left and mixed direction texts, richer tables and enhancements to form, offering improved accessibilities for people with disability.

## **2. INTRODUCTION TO JAVA SCRIPT**

### **WHAT IS JAVA SCRIPT?**

JavaScript, originally supported by Netscape Navigator, is the most popular Web scripting language today. JavaScript lets you embed programs right in your Web pages and run these programs using the Web browser. You place these programs in a `<SCRIPT>` element. If you want the script to write directly to the Web page, place it in the `<BODY>` element.

**EX:**`<HTML>`

`<HEAD>`

```
<TITLE></TITLE>  
</HEAD>  
<BODY>  
<SCRIPT LANGUAGE="JavaScript">  
</SCRIPT>  
</BODY></HTML>
```

## **JAVASCRIPTS OBJECTS**

JavaScript is an object-oriented language. JavaScript comes with a number of predefined objects.

### **Objects of the JavaScript**

1. Document: Corresponds to the current Web page's body. Using this object, you have access to the HTML of the page itself, including the all links, images and anchors in it.
2. Form: Holds information about HTML forms in the current page.
3. Frame: Refers to a frame in the browser's window.
4. History: Holds the records of sites the Web browser has visited before reaching the current page.
5. Location: Holds information about the location of the current web page.
6. Navigator: Refers to the browser itself, letting you determine what browser the user has.
7. Window: Refers to the current browser window.

## **JAVASCRIPTS EVENTS**

Some of the events of JavaScript

1. on Change: Occurs when data in a control, like a text field, changes.
2. on Click: Occurs when an element is clicked.
3. on Focus: Occurs when an element gets the focus.
4. on Mouse Down: Occurs when a mouse button goes down.
5. on Reset: Occurs when the user clicks the reset button.

## **JAVASCRIPTS FUNCTIONS**

### **Declaration of function**

Syntax: function function name ()

```
{  
  ...  
  ...  
}
```

Write these functions in <SCRIPT> tag.

## **5.RDBMS CONCEPTS**

### **1. DATA ABSTRACTION**

A major purpose of a database system is to provide users with an abstract view of the data. This system hides certain details of how the data is stored and maintained. However in order for the system to be usable, data must be

retrieved efficiently. The efficiency lead to the design of complex data structure for the representation of data in the database. Certain complexity must be hidden from the database system users. This accomplished by defining several levels of abstraction at which the database may be viewed.

## **2. CLASSIFICATION OF DATABASE**

There are 3 types of database approaches given below,

### **a. Hierarchical Database:**

In this type of model data is represented in simple tree structured. The record at the top of tree is known as root, the root may have any number of dependents. Each of these may have any number of low level dependents and so on up to any number of levels. The disadvantages of the approach are that no independent record occurrence can exist without it's superior.

### **b. Network Database:**

In a Network database, data is represented by Network structure. In this approach record occurrence can have any number of superiors as well as any number of immediate dependents thus allow many to many correspondence directly than an hierarchical approach. The main disadvantage of the Network model is data representation is very complex resulting in complexity of the DML (Data Manipulation Language).

### **c. Relational Database:**

The Relational model represents data and relationships among data by a collection of tables each of which has a number of columns with unique names.

## **6.THE SQL LANGUAGE**

SQL is a language for relational database. SQL is a non-procedural i.e., when we use SQL we specify what we want to be done not how to do it.

### **Features of SQL**

1. SQL is an interactive query language.
2. SQL is a database administration language.
3. SQL is a database programming language.
4. SQL is a client/server language.
5. SQL is a distributed database language.
6. SQL is a database gateway language.

### **Basic SQL Commands**

- ✓ Data Definition Language commands (DDL)
- ✓ Data Manipulation Language commands (DML)
- ✓ Transaction Control Language commands (TCL)
- ✓ Data control Language commands (DCL)

### **PHP**

- PHP is an acronym for "PHP: Hypertext Preprocessor"
- PHP is a widely-used, open source scripting language
- PHP scripts are executed on the server
- PHP is free to download and use

## **What is a PHP File?**

- PHP files can contain text, HTML, CSS, JavaScript, and PHP code
  - PHP code are executed on the server, and the result is returned to the browser as plain HTML
  - PHP files have extension ".php"
- 

## **What Can PHP Do?**

- PHP can generate dynamic page content
- PHP can create, open, read, write, delete, and close files on the server
- PHP can collect form data
- PHP can send and receive cookies
- PHP can add, delete, modify data in your database
- PHP can be used to control user-access
- PHP can encrypt data

With PHP you are not limited to output HTML. You can output images, PDF files, and even Flash movies. You can also output any text, such as XHTML and XML.

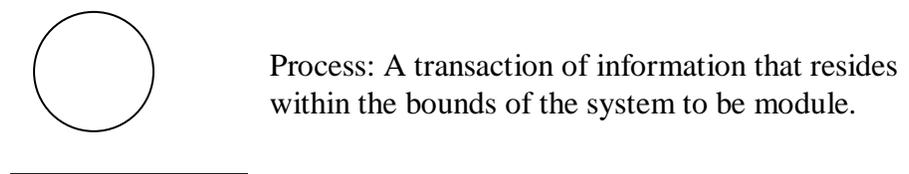
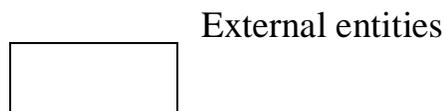
# PROJECT DESIGNING

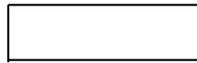
## Design Document

- The entire system is projected with a physical diagram which specifies the actual storage parameters that are physically necessary for any database to be stored on to the disk. The overall systems existential idea is derived from this diagram.
- The relation upon the system is structure through a conceptual ER-Diagram, which not only specifics the existential entities but also the standard relations through which the system exists and the cardinalities that are necessary for the system state to continue.
- The content level DFD is provided to have an idea of the functional inputs and outputs that are achieved through the system. The system depicts the input and output standards at the high level of the systems existence.

A DFD does not show a sequence of steps. A DFD only shows what the different process in a system is and what data flows between them.

The following are some DFD symbols used in the project





**DATASTORE:** A repository of data that is to be stored for use by one or more processes, may be as simple as buffer of queue or as a relational database.

### **RULES FOR DFD:**

- Fix the scope of the system by means of context diagrams.
- Organize the DFD so that the main sequence of the actions reads left to right and top to bottom.
- Identify all inputs and outputs.
- Identify and label each process internal to the system with rounded circles.
- A process is required for all the data transformation and transfers. Therefore, never connect a data store to a data source or the destinations or another data store with just a data flow arrow.
- Do not indicate hardware and ignore control information.
- Make sure the names of the processes accurately convey everything the process is done.
- There must not be unnamed process.
- Indicate external sources and destinations of the data, with squares.
- Number each occurrence of repeated external entities.
- Identify all data flows for each process step, except simple Record retrievals.
- Label data flow on each arrow.
- Use details flow on each arrow.
- Use the details flow arrow to indicate data movements.

- There can't be unnamed data flow.
- A data flow can't connect two external entities.

## **LEVELS OF DFD:**

The complexity of the business system means that it is a responsible to represent the operations of any system of single data flow diagram. At the top level, an Overview of the different systems in an organization is shown by the way of context analysis diagram. When exploded into DFD

They are represented by:

- LEVEL-0 : SYSTEM INPUT/OUTPUT
- LEVEL-1:SUBSYSTEM LEVEL DATAFLOW  
FUNCTIONAL
- LEVEL-2: FILE LEVEL DETAIL DATA FLOW.

The input and output data shown should be consistent from one level to the next.

### **LEVEL-0: SYSTEM INPUT/OUTPUT LEVEL**

A level-0 DFD describes the system-wide boundaries, dealing inputs to and outputs from the system and major processes. This diagram is similar to the combined user-level context diagram.

### **LEVEL-1: SUBSYSTEM LEVEL DATA FLOW**

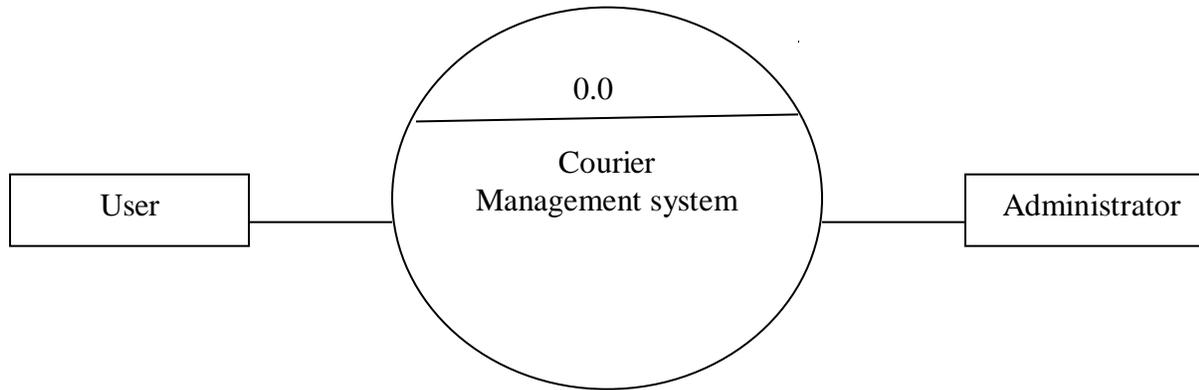
A level-1 DFD describes the next level of details within the system, detailing the data flows between subsystems, which makeup the whole.

### **LEVEL-2: FILE LEVEL DETAIL DATA FLOW**

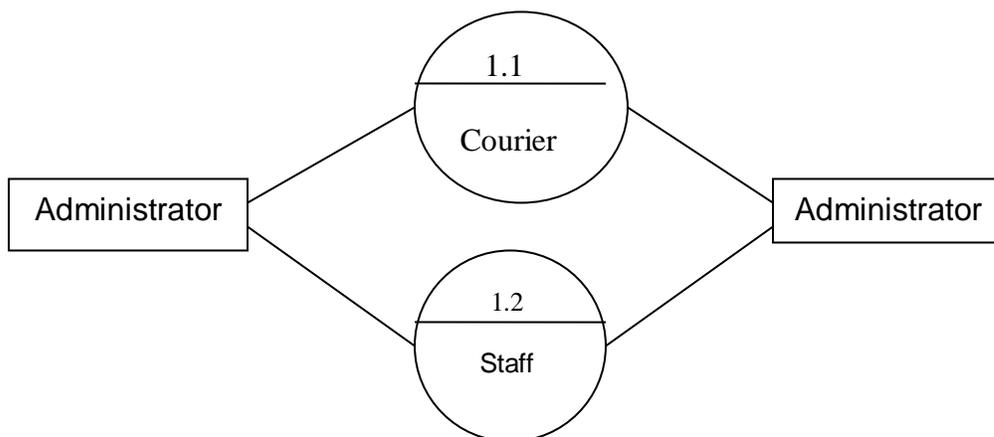
All the projects are feasible given unlimited resources and infinite time. It is both necessary and prudent to evaluate the feasibility of the project at the earliest

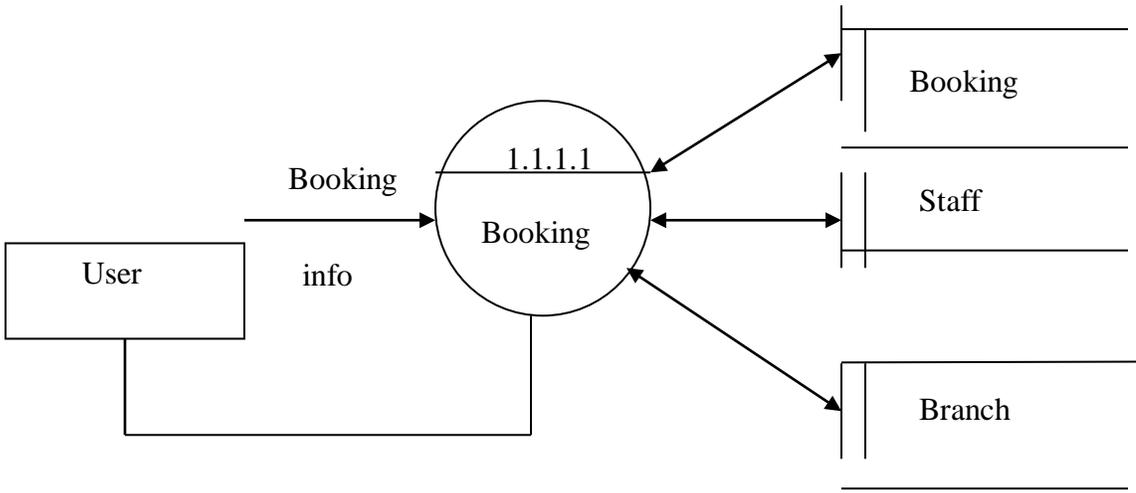
possible time. Feasibility and the risk analysis are pertained in many ways. If project risk is great.

### FIRST LEVEL DTAFLOW DIAGRAM



### 2nd Level DFDs





## **2. Unified Modeling Language Diagrams(UML):**

- The unified modeling language allows the software engineer to express an analysis model using the modeling notation that is governed by a set of syntactic semantic and pragmatic rules.
- A UML system is represented using five different views that describe the system from distinctly different perspective. Each view is defined by a set of diagram, which is as follows.

### **User Model View**

- i. This view represents the system from the users perspective.
- ii. The analysis representation describes a usage scenario from the end-users perspective.

### **Structural model view**

- ◆ In this model the data and functionality are arrived from inside the system.
- ◆ This model view models the static structures.

### **Behavioral Model View**

- ◆ It represents the dynamic of behavioral as parts of the system, depicting the interactions of collection between various structural elements described in the user model and structural model view.

### **Implementation Model View**

- ◆ In this the structural and behavioral as parts of the system are represented as they are to be built.

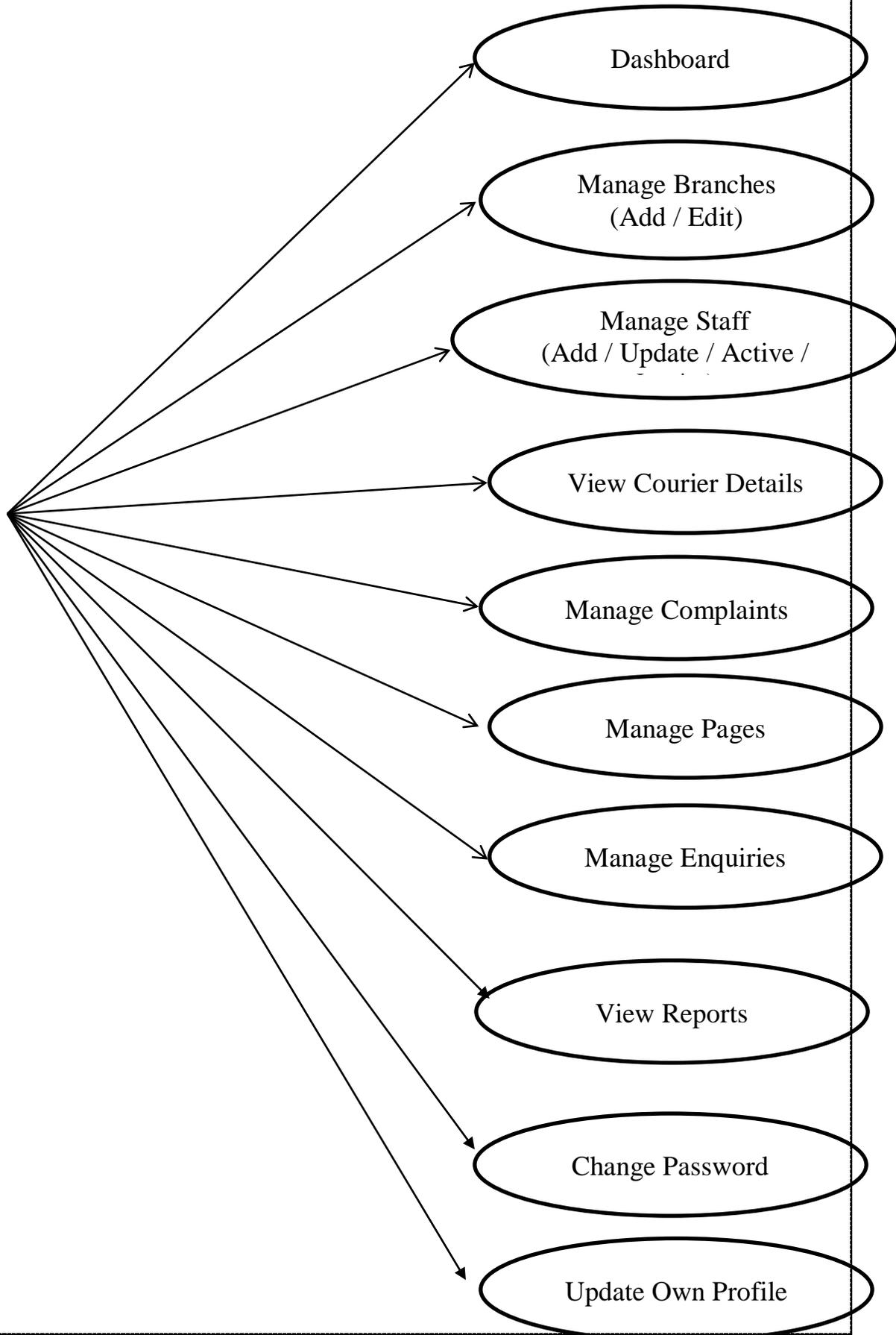
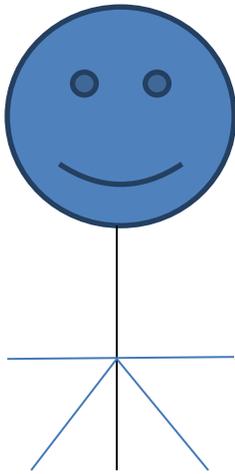
### **Environmental Model View**

In this the structural and behavioral aspects of the environment in which the system is to be implemented are represented.

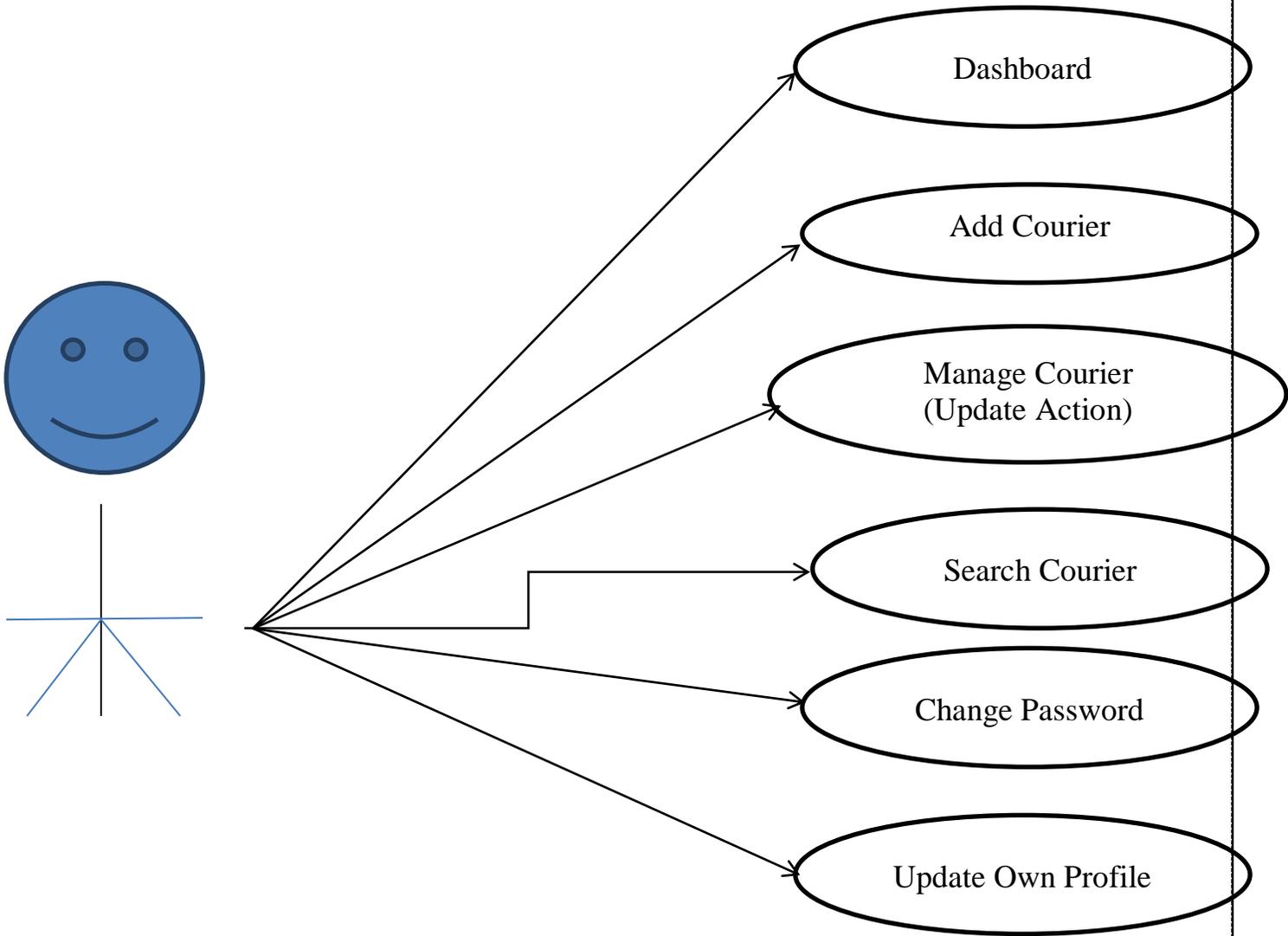
UML is specifically constructed through two different domains they are

- ◆ UML Analysis modeling, which focuses on the user model and structural model views of the system?
- ◆ UML design modeling, which focuses on the behavioral modeling, implementation modeling and environmental model views.

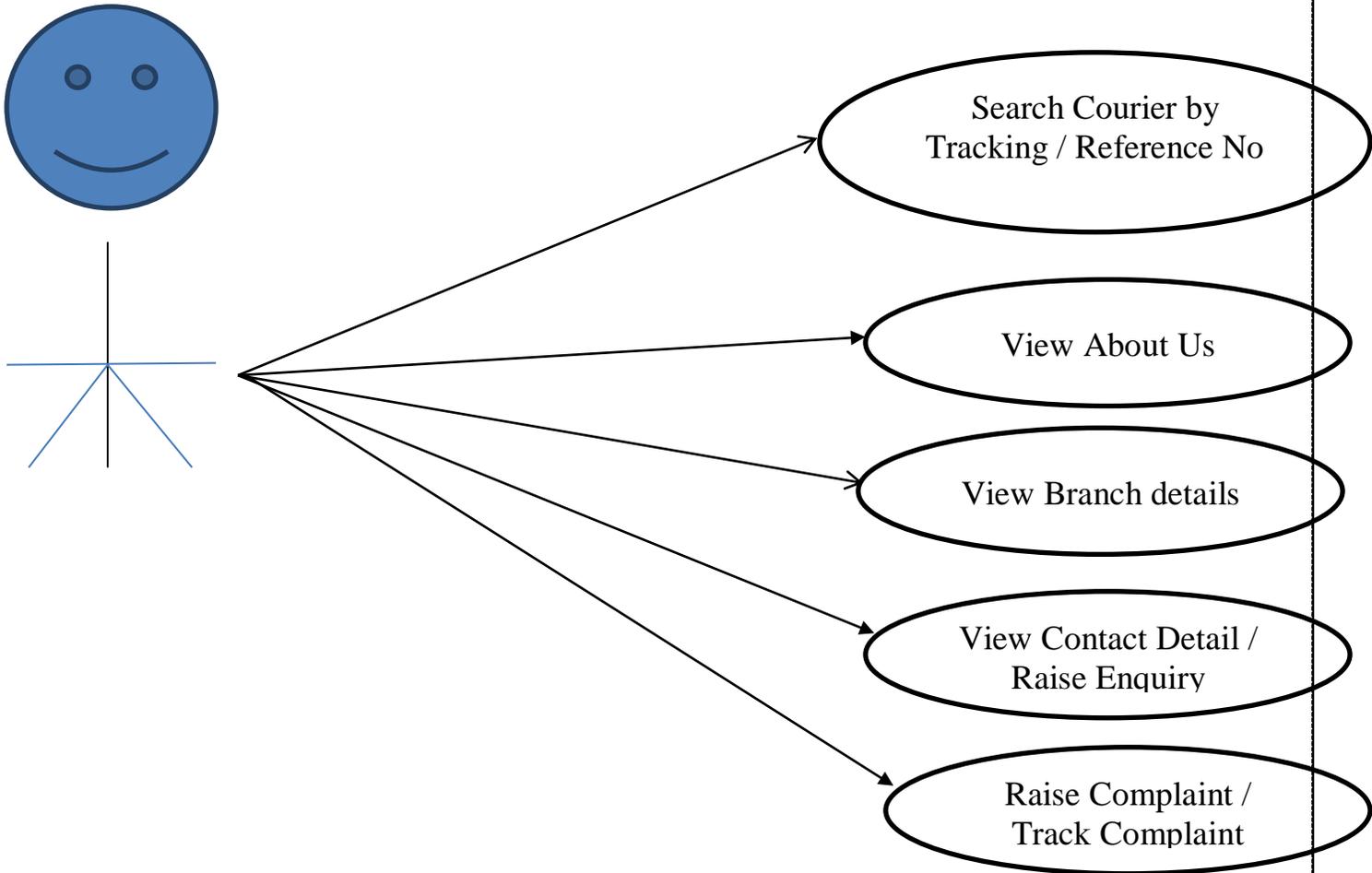
# 1) Use Case Diagrams admin



## 2) Use Case Diagrams Staff



### 3) Use Case Diagrams User



### 3. ENTITY-RELATIONSHIP Diagrams

E-R (Entity-Relationship) Diagram is used to represents the relationship between entities in the table.

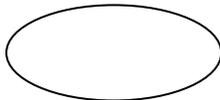
**The symbols used in E-R diagrams are:**

SYMBOL

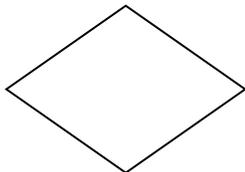
PURPOSE



Represents Entity sets.



Represent attributes.



Represent Relationship Sets.

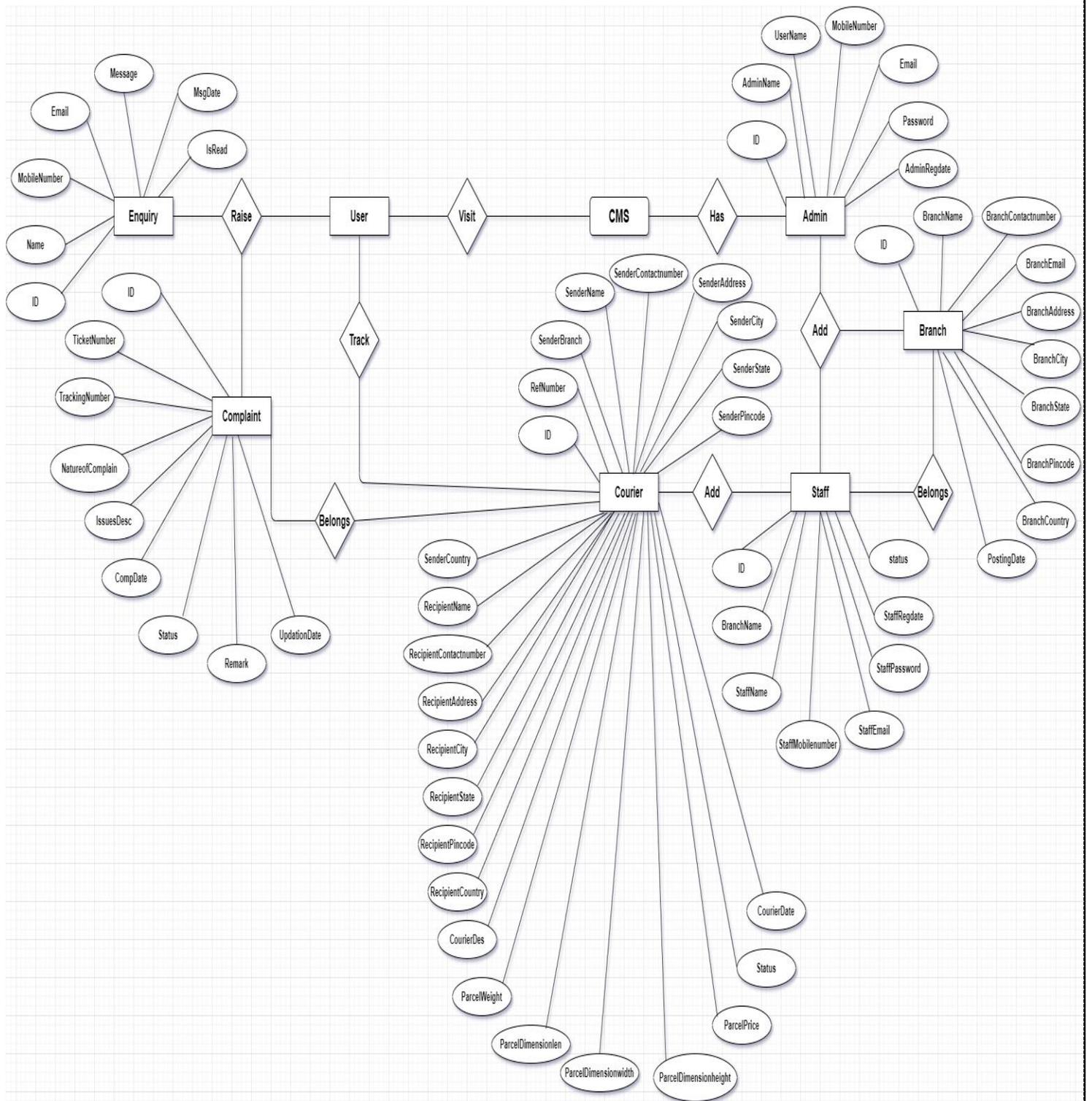


Line represents flow

Structured analysis is a set of tools and techniques that the analyst.

To develop a new kind of a system:

The traditional approach focuses on the cost benefit and feasibility analysis, Project management, and hardware and software selection a personal considerations.



# DATABASE DESIGN

The data in the system has to be stored and retrieved from database. Designing the database is part of system design. Data elements and data structures to be stored have been identified at analysis stage. They are structured and put together to design the data storage and retrieval system.

A database is a collection of interrelated data stored with minimum redundancy to serve many users quickly and efficiently. The general objective is to make database access easy, quick, inexpensive and flexible for the user. Relationships are established between the data items and unnecessary data items are removed. Normalization is done to get an internal consistency of data and to have minimum redundancy and maximum stability. This ensures minimizing data storage required, minimizing chances of data inconsistencies and optimizing for updates. The MS Access database has been chosen for developing the relevant databases.

**Courier Management System (cmsdb) contains 8 MySQL tables :**

**tbladmin table Structure :** This table store the login details of admin.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	ID 	int(11)			No	None		AUTO_INCREMENT
2	AdminName	varchar(50)	latin1_swedish_ci		Yes	NULL		
3	UserName	varchar(50)	latin1_swedish_ci		Yes	NULL		
4	MobileNumber	bigint(10)			Yes	NULL		
5	Email	varchar(120)	latin1_swedish_ci		Yes	NULL		
6	Password	varchar(120)	latin1_swedish_ci		Yes	NULL		
7	AdminRegdate	timestamp			Yes	CURRENT_TIMESTAMP		

**tblbranch table Structure :** This table store the branch details.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	ID 	int(11)			No	None		AUTO_INCREMENT
2	BranchName	varchar(120)	latin1_swedish_ci		Yes	NULL		
3	BranchContactnumber	bigint(11)			Yes	NULL		
4	BranchEmail	varchar(120)	latin1_swedish_ci		Yes	NULL		
5	BranchAddress	varchar(120)	latin1_swedish_ci		Yes	NULL		
6	BranchCity	varchar(120)	latin1_swedish_ci		Yes	NULL		
7	Branch State	varchar(120)	latin1_swedish_ci		Yes	NULL		
8	BranchPincode	varchar(120)	latin1_swedish_ci		Yes	NULL		
9	BranchCountry	varchar(120)	latin1_swedish_ci		Yes	NULL		

**tblstaff table Structure :** This table store the staff login and personal details.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	ID 	int(10)			No	None		AUTO_INCREMENT
2	BranchName	varchar(120)	latin1_swedish_ci		Yes	NULL		
3	StaffName	varchar(120)	latin1_swedish_ci		Yes	NULL		
4	StaffMobilenumber	bigint(11)			Yes	NULL		
5	StaffEmail	varchar(120)	latin1_swedish_ci		Yes	NULL		
6	StaffPassword	varchar(120)	latin1_swedish_ci		Yes	NULL		
7	StaffRegdate	timestamp			No	CURRENT_TIMESTAMP		
8	status	int(1)			Yes	NULL		

**tblcourier Table Structure :** This table store the sender , recipients and courier details.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	ID 	int(11)			No	None		AUTO_INCREMENT
2	RefNumber	varchar(120)	latin1_swedish_ci		Yes	NULL		
3	SenderBranch	varchar(120)	latin1_swedish_ci		Yes	NULL		
4	SenderName	varchar(120)	latin1_swedish_ci		Yes	NULL		
5	SenderContactnumber	bigint(11)			Yes	NULL		
6	SenderAddress	varchar(120)	latin1_swedish_ci		Yes	NULL		
7	SenderCity	varchar(120)	latin1_swedish_ci		Yes	NULL		
8	Sender State	varchar(120)	latin1_swedish_ci		Yes	NULL		
9	SenderPincode	varchar(120)	latin1_swedish_ci		Yes	NULL		
10	SenderCountry	varchar(120)	latin1_swedish_ci		Yes	NULL		
11	RecipientName	varchar(120)	latin1_swedish_ci		Yes	NULL		
12	RecipientContactnumber	bigint(11)			Yes	NULL		
13	RecipientAddress	varchar(120)	latin1_swedish_ci		Yes	NULL		
14	RecipientCity	varchar(120)	latin1_swedish_ci		Yes	NULL		
15	RecipientState	varchar(120)	latin1_swedish_ci		Yes	NULL		
16	RecipientPincode	varchar(120)	latin1_swedish_ci		Yes	NULL		
17	RecipientCountry	varchar(120)	latin1_swedish_ci		Yes	NULL		
18	CourierDes	varchar(250)	latin1_swedish_ci		Yes	NULL		
19	ParcelWeight	varchar(120)	latin1_swedish_ci		Yes	NULL		
20	ParcelDimensionlen	varchar(120)	latin1_swedish_ci		Yes	NULL		
21	ParcelDimensionwidth	varchar(120)	latin1_swedish_ci		Yes	NULL		
22	ParcelDimensionheight	varchar(120)	latin1_swedish_ci		Yes	NULL		
23	ParcelPrice	varchar(120)	latin1_swedish_ci		Yes	NULL		
24	Status	varchar(124)	latin1_swedish_ci		Yes	NULL		
25	CourierDate	timestamp			No	CURRENT_TIMESTAMP		

**tblcouriertracking Table Structure :** This table store the courier movement history.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	ID 	int(11)			No	None		AUTO_INCREMENT
2	CourierId	int(11)			Yes	NULL		
3	remark	mediumtext	latin1_swedish_ci		Yes	NULL		
4	status	varchar(255)	latin1_swedish_ci		Yes	NULL		
5	StatusDate	timestamp			Yes	CURRENT_TIMESTAMP		

**tblcomplainsTable Structure :** This table store the complaint details raised by the user.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	ID 	int(10)			No	None		AUTO_INCREMENT
2	TicketNumber	int(10)			Yes	NULL		
3	TrackingNumber	int(10)			Yes	NULL		
4	NatureofComplain	varchar(200)	latin1_swedish_ci		Yes	NULL		
5	IssuesDesc	mediumtext	latin1_swedish_ci		Yes	NULL		
6	CompDate	timestamp			No	current_timestamp()		
7	Status	varchar(50)	latin1_swedish_ci		Yes	NULL		
8	Remark	varchar(200)	latin1_swedish_ci		Yes	NULL		
9	UpdationDate	timestamp			Yes	NULL		ON UPDATE CURRENT_TIMESTAMP()

**tblcontact Table Structure :** This table store the enquiry details raised by the user.

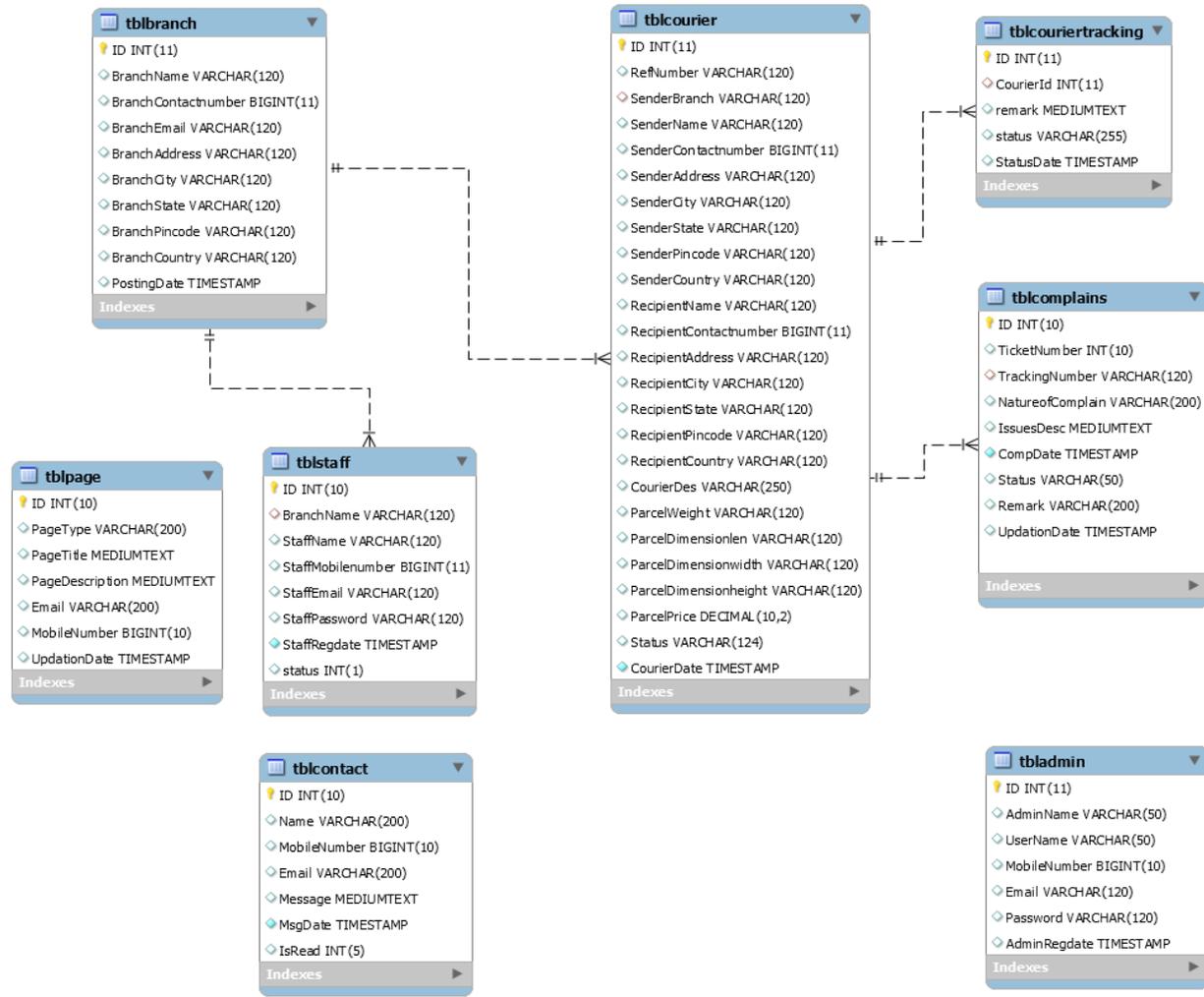
#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	ID 	int(10)			No	None		AUTO_INCREMENT
2	Name	varchar(200)	latin1_swedish_ci		Yes	NULL		
3	MobileNumber	bigint(10)			Yes	NULL		
4	Email	varchar(200)	latin1_swedish_ci		Yes	NULL		
5	Message	mediumtext	latin1_swedish_ci		Yes	NULL		
6	MsgDate	timestamp			No	current_timestamp()		
7	IsRead	int(5)			Yes	NULL		

**Tblpage Table Structure :** This table store the about us and contact details of the courier company detail.

#	Name	Type	Collation	Attributes	Null	Default	Comments	Extra
1	<b>ID</b>	int(10)			No	None		AUTO_INCREMENT
2	<b>Page Type</b>	varchar(200)	latin1_swedish_ci		Yes	NULL		
3	<b>Page Title</b>	mediumtext	latin1_swedish_ci		Yes	NULL		
4	<b>PageDescription</b>	mediumtext	latin1_swedish_ci		Yes	NULL		
5	<b>Email</b>	varchar(200)	latin1_swedish_ci		Yes	NULL		
6	<b>MobileNumber</b>	bigint(10)			Yes	NULL		
7	<b>UpdateDate</b>	timestamp			Yes	NULL		ON UPDATE CURRENT_TIMESTAMP()

### Class Diagram:

The class diagram shows a set of classes, interfaces, collaborations and their relationships.



# OUTPUT SCREENS

## Home Page

info@gmail.com 4545454545 Twitter Facebook

**COURIER MGMT SYSTEM** [Home](#) [About Us](#) [Branch](#) [Contact](#) [Complaint](#) [Employee](#) [Admin](#)

### CHOOSE YOUR QUALITY DELIVERY OF YOUR CARGO

Lowest freight cost for all services, convenient scheduling with the highest performance flight track available, excellent customer service.



**SEA FREIGHT**  
Far far away, behind the word mountains, far from the countries Vokalia and Consonantia.



**AIR FREIGHT**  
Far far away, behind the word mountains, far from the countries Vokalia and Consonantia.



**PACKAGE FORWARDING**  
Far far away, behind the word mountains, far from the countries Vokalia and Consonantia.

### ABOUT US

CMS HAS BEEN IN BUSINESS IN THE XYZ AREA SINCE 1988 AND IS LOCALLY BASED AND OPERATES HEADQUARTERS AT **Head of New Square**. WITH AN HQ LOCATION CONNECTED TO THE OFFICE PLUS A LARGE COMPANY BACKUP OF RESOURCES, SPEEDWAY IS ABLE TO OFFER A COMBINATION OF VERY PERSONAL TOUCH TO HIGH EFFICIENCY WITH A REPUTATION BUILT ON PROMPT AND RELIABLE SERVICE. WE OPERATE 24 HOURS A DAY 7 DAYS A WEEK.



### OUR BRANCH

Far far away, behind the word mountains, far from the countries Vokalia and Consonantia, there live the blind texts.



**CMS DELHI**  
INDIA  
Contact Number: 8777977778  
Email ID: delhi@gmail.com  
Address: C-180, mayapuri phase III, near old bank  
City: New Delhi  
State: Delhi-200078  
Country: India



**CMS AGRA**  
INDIA  
Contact Number: 8777987777  
Email ID: agra@gmail.com  
Address: D-128, govt. road, near railway track  
City: Agra  
State: UP-202001  
Country: India



**CMS KANPUR**  
INDIA  
Contact Number: 8777998889  
Email ID: kanpur@gmail.com  
Address: E-77, Mahatma Park, Road Near SBI Bank Block C  
City: Kanpur  
State: UP-208004  
Country: India



**TEST BRANCH**  
INDIA  
Contact Number: 1234567890  
Email ID: test@gmail.com  
Address: Test Address  
City: New Delhi  
State: Delhi-110001  
Country: India



**NOIDA BRANCH**  
INDIA  
Contact Number: 321321321  
Email ID: noida@gmail.com  
Address: A-1 Sector 63  
City: Noida  
State: UP-201301  
Country: India



**CMS BANGLORE**  
INDIA  
Contact Number: 7777777777  
Email ID: bangalore@gmail.com  
Address: 8009 AJAY BUILDING, Gandhi Nagar  
City: Bangalore  
State: Karnataka-577007  
Country: India

### CONTACT US

#### CONTACT INFO

**Address:**  
8009 GPO Apartment, Mahatma Nagar, Delhi-India  
**Phone:**  
4545454545  
**Email:**  
info@gmail.com

#### ABOUT US

There are many variations of passages available on the web, but the majority have end result in being boring, generic filler text. This is the first of many variations of Lorem Ipsum available on the web, but the majority have end result in being boring, generic filler text.

#### FEATURES

- About Us
- Contact Us
- Branch
- Rate Ticket
- Employee
- Admin



**FOLLOW US**  
[f](#) [t](#) [in](#)

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# Courier Tracking Details

**COURIER MGMT SYSTEM**

[Home](#) [About Us](#) [Branch](#) [Contact](#) [Complaint](#) [Employee](#) [Admin](#)

## TRACKING / REFERENCE ID 995097847 DETAILS

### SENDER

Name	Jairam
City	Varanasi
State	UP
Pincode	222221
Country	India

### RECIPIENT

Name	Kumar
City	New Delhi
State	Delhi
Pincode	110096
Country	

### TRACKING HISTORY

Date / Time	Status	remark
2021-03-31 00:00:00	Intransit	Intransit
2021-05-08 00:00:00	Arrived at Destination	Arrived atd destination

# Complaint Pages

## RAISE TICKETS

Enter Parcel Number

Nature of Complaint

Describe Your Issue.

Submit

### CONTACT INFO

**Address:**  
#890 CFG Apartment, Mayur  
Vihar, Delhi-India

**Phone:**  
+4546464646

**Email:**  
info@gmail.com

## Complaint Track Page

### TICKET NUMBER/ TRACKING NUMBER 977131 DETAILS

#### STATUS OF COMPLAIN

Ticket Number	977131
Nature of Issue	Test Complaint
Detail of Issue	This is for testing.
Complain Date	2021-09-26 13:36:12
Status	Closed
Remark	Issue Resolved

## Enquiry Page

### CONTACT US

Kaise Complaint

Track Complaint

Enter Your Name

Mobile Number

Email address

Write your message.

Send Message

#### CONTACT INFO

Address:

#890 CFG Apartment, Mayur  
Vihar, Delhi-India

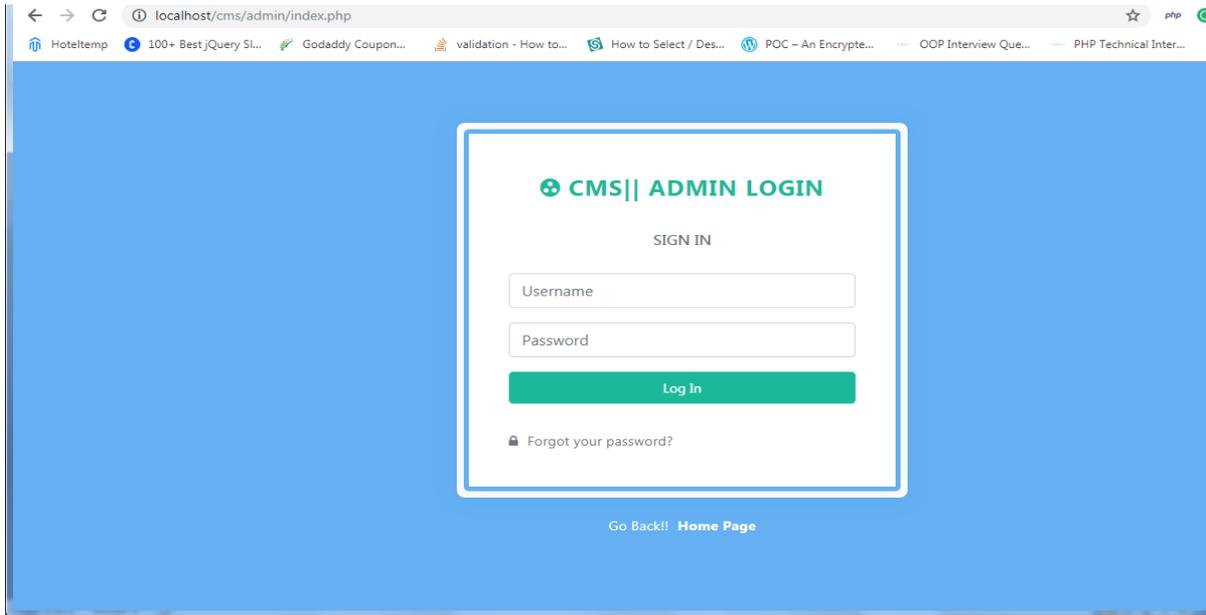
Phone:

+4546464646

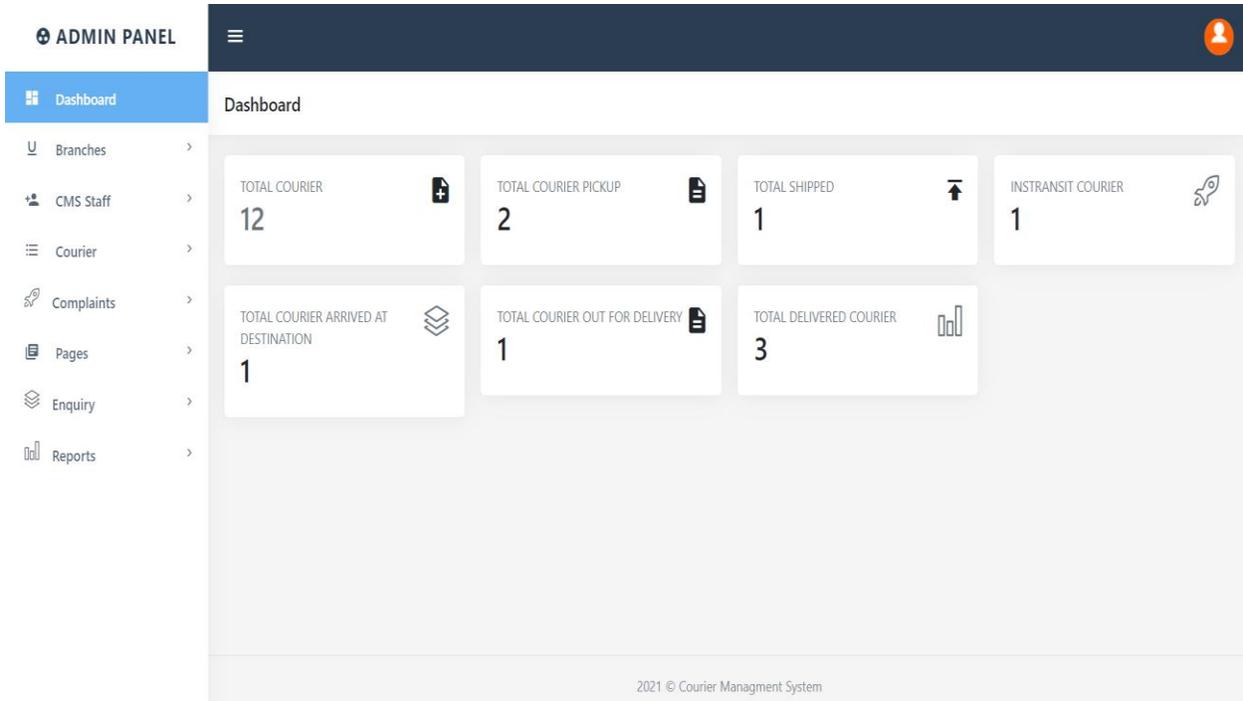
Email:

info@gmail.com

# Admin Login



# Admin Dashboard



# Add Branch

**ADMIN PANEL**

- Dashboard
- Branches**
  - Add Branch
  - Manage Branch

### Branch Detail

BRANCH DETAIL

Branch Name

Branch Contact Number

Branch Email

Branch Address

Branch City

Branch State

Branch Pincode

Branch Country

# Manage Branch Page

**ADMIN PANEL**

- Dashboard
- Branches**
  - Add Branch
  - Manage Branch
- CMS Staff
- Courier
- Reports

### BRANCH DETAIL

Show 10 entries Search:

S.NO	Branch Name	Branch Contact Number	Branch Email	Action
1	CMS Delhi	897797778	delhi@gmail.com	<a href="#">Edit</a>
2	CMS Agra	879798777	agra@gmail.com	<a href="#">Edit</a>
3	CMS Kanpur	8988898889	kanpur@gmail.com	<a href="#">Edit</a>
4	Test branch	1234567890	test@gmail.com	<a href="#">Edit</a>
5	Noida Branch	987654321	noidacm@test.com	<a href="#">Edit</a>

Showing 1 to 5 of 5 entries

Previous 1 Next

## Edit Branch Details

**ADMIN PANEL**

- Dashboard
- Branches >
- CMS Staff >
- Courier >

**Branch Detail**

BRANCH DETAIL

Branch Name

Branch Contact Number

Branch Email

Branch Address

Branch City

Branch State

Branch Pincode

Branch Country

## Add Staff

localhost/cms/admin/add-staff.php

**ADMIN PANEL**

- Dashboard
- Branches >
- CMS Staff >
  - Add Staff
  - Manage Staff
- Courier >
- Reports >

**Staff Detail**

STAFF DETAIL

Branch Name

Staff Name

Staff Mobile Number

Staff Email

Staff Password

# Manage Staff

ADMIN PANEL

Dashboard

Branches

CMS Staff

Add Staff

Manage Staff

Courier

Reports

STAFF DETAILS

Show 10 entries

Search:

S.NO	Branch Name	Staff Name	Staff Number	Action
1	CMS Delhi	Harish Pandey	8978987996	Edit   Active
2	CMS Delhi	Jao	7987464678	Edit   Inactive
3	CMS Agra	Kumar	4789747897	Edit   Active
4	CMS Kanpur	Girish Chandra	8989985624	Edit   Inactive
5	Test Branch	Test Staff	1234567890	Edit   Inactive

Showing 1 to 5 of 5 entries

Previous 1 Next

# Edit Staff Details

ADMIN PANEL

Dashboard

Branches

CMS Staff

Courier

Reports

Staff Detail

STAFF DETAIL

Branch Name: Test Branch

Staff Name: Test Staff

Staff Mobile Number: 1234567890

Staff Email: test@gmail.com

Update

# Manage Courier

The screenshot shows the 'ADMIN PANEL' with a sidebar menu. The 'Courier' menu item is selected, showing a list of couriers. The main content area is titled 'COURIER VIEW' and displays a table with 2 entries. The table has columns for S.NO, Reference Number, Sender Name, Recipient Name, Courier Date, and Action. The first entry has S.NO 1, Reference Number 338122505, Sender Name Raghav, Recipient Name Manish, and Courier Date 2019-04-10 16:24:25. The second entry has S.NO 2, Reference Number 700159918, Sender Name Anuj kumar, Recipient Name Rahul, and Courier Date 2019-04-14 18:36:01. There is a search bar and pagination controls at the bottom of the table.

S.NO	Reference Number	Sender Name	Recipient Name	Courier Date	Action
1	338122505	Raghav	Manish	2019-04-10 16:24:25	<a href="#">View Detail</a>
2	700159918	Anuj kumar	Rahul	2019-04-14 18:36:01	<a href="#">View Detail</a>

# View Courier Details

The screenshot shows the 'ADMIN PANEL' with a sidebar menu. The 'Courier' menu item is selected, showing a detailed view of a courier. The main content area is titled 'COURIER VIEW' and displays the following information:

**Reference Number:** 997614830  
**Courier Date:** 2019-04-03 13:01:36

Sender Details		Recipient Details	
Sender Branch	CMS Kanpur	Recipient Name	Deepika Singh
Sender Name	Rahul Mahajan	Recipient Contact Number	987456123
Sender Contact Number	8569745697	Recipient Address	Flat No:104, harishnagar
Sender Address	H.NO-B-3/4, Gulmar Colony	Recipient City	Manaili
Sender City	Kanpur	Recipient State	HP
Sender State	UP	Recipient Pincode	551224
Sender Pincode	221441	Recipient Country	India
Sender Country	India		

Courier Description	Parcel Contain fibre
Parcel Weight	3.5 kg
Parcel Dimension Length	45 inch
Parcel Dimension Width	30 inch
Parcel Dimension Height	25 inch
Parcel Price	800
Status	Delivered

Courier History			
#	Remark	Status	Time
1	Parcel Has been picked	Shipped	2019-04-03 13:03:01
2	Parcel reached hub city	Intransit	2019-04-03 13:03:51
3	Arrived at destination	Arrived at Destination	2019-04-03 13:04:31
4	Parcel out for delivery	Out for Delivery	2019-04-03 13:05:10
5	Parcel has been delivered	Delivered	2019-04-03 13:05:38

## Between Dates Report

ADMIN PANEL

Between Dates Reports

BETWEEN DATES REPORTS

From Date: 03/24/2019

To Date: 04/14/2019

Request Type:  All  Courier Pickup  Intransit  Arrived at Destination  Out for Delivery  Delivered

Submit

## Between dates reports details

ADMIN PANEL

BETWEEN DATES REPORTS

Report from 2019-03-24 to 2019-04-14

Show 10 entries Search:

S.NO	Reference Number	Sender Name	Recipient Name	Courier Date	Action
1	148776252	Akash Jha	Parakash Sharma	2019-03-28 16:15:07	<a href="#">View Detail</a>
2	887985411	Gyan Ganga	Harish	2019-03-28 16:58:19	<a href="#">View Detail</a>
3	997614830	Rahul Mahajan	Deepika Singh	2019-04-03 13:01:36	<a href="#">View Detail</a>
4	824523415	Mohan Das	Kaushal	2019-04-03 21:46:47	<a href="#">View Detail</a>
5	347227212	Falguni Singh	Drashan Singh	2019-04-03 21:49:27	<a href="#">View Detail</a>
6	486484879	Ankush Sharma	Divyansh	2019-04-04 12:13:01	<a href="#">View Detail</a>
7	338122505	Raghav	Manish	2019-04-10 16:24:25	<a href="#">View Detail</a>

Showing 1 to 7 of 7 entries

Previous 1 Next

# Courier Count Report

The screenshot shows the 'Request Count Report' form in the admin panel. The form has two input fields: 'From Date' with the value '03/24/2019' and 'To Date' with the value '04/15/2019'. A blue 'Submit' button is located below the 'To Date' field. The left sidebar contains a menu with 'Reports' selected, and the main content area is titled 'Request Count Report'.

## Request Count Report detail

The screenshot shows the 'Request Count Report detail' page. The page title is 'Courier Request Count Report from 2019-03-24 to 2019-04-15'. Below the title, there is a search bar and a 'Show 10 entries' dropdown. The main content is a table with the following data:

S.NO	Total Courier Listed	Not Picked up yet	Total Courier Pickup	Total Shipped	Total Intransit
3/2019	2	0	0	0	0
4/2019	7	2	1	1	1
Total	9	2	1	1	1

At the bottom of the table, it says 'Showing 1 to 3 of 3 entries'. There are 'Previous', '1', and 'Next' buttons for pagination.

# Sales Report

The screenshot shows a web browser at localhost/cms/admin/sales-report.php. The left sidebar contains an 'ADMIN PANEL' with a menu: Dashboard, Branches, CMS Staff, Courier, and Reports (highlighted). The main content area is titled 'CMS Sales Report' and contains a form for 'BETWEEN DATES SALES REPORTS'. The form has two date input fields: 'From Date' with the value '03/24/2019' and 'To Date' with the value '04/15/2019'. Below these is a 'Request Type' section with radio buttons for 'Date wise' and 'Month wise', where 'Month wise' is selected. A blue 'Submit' button is at the bottom right of the form.

# Sales Report Details

The screenshot shows a web browser at localhost/cms/admin/sales-report-details.php. The left sidebar is the same as in the previous screenshot. The main content area is titled 'SALES REPORT' and displays a summary: 'Sales Report from 2019-03-24 to 2019-04-15'. Below this is a table with the following data:

S.NO	Date	Sale Amount
1	3-2019	750
2	4-2019	2155
Grand Total		2905

# Complaints Page

**ADMIN PANEL**

- Dashboard
- Branches
- CMS Staff
- Courier
- Complaints**
  - Open Complaints
  - Closed Complaintss
- Pages
- Enquiry
- Reports

### CLOSED COMPLAINTS

S.NO	Ticket Number	Tracking Number	Status	Complain Date	Action
1	977131	<a href="#">884766920</a>	Closed	2021-09-26 13:36:12	<a href="#">View Detail</a>

# Complaint Details

**ADMIN PANEL**

- Dashboard
- Branches
- CMS Staff
- Courier
- Complaints**
- Pages
- Enquiry
- Reports

### COMPLAINT DETAILS

**Ticket Number:** 977131

**Complain Date :** 2021-09-26 13:36:12

Tracking Number	<a href="#">884766920</a>
Nature of Complain	Test Complain
Detail of Issue	This is for testing.
Remark	Issue Resolved
Status	Closed

## Update About us

**ADMIN PANEL** 

- Dashboard
- Branches >
- CMS Staff >
- Courier >
- Complaints >
- Pages** >
  - About Us
  - Contact Us
- Enquiry >
- Reports >

### About Us

ABOUT US

Page Title

Page Description   
CMS has been in business in the xyz area since 1985 and is locally managed and operated subsidiary of *Need it Now Courier*. With an on location Connecticut office plus a large company backup of resources, Expressway is able to offer a combination of very personal touch to high efficiency. With a reputation built on prompt and reliable service, we operate 24 hours a day 365 days a year.

[Update](#)

## Update Contact us

**ADMIN PANEL** 

- Dashboard
- Branches >
- CMS Staff >
- Courier >
- Complaints >
- Pages** >
  - About Us
  - Contact Us**
- Enquiry >
- Reports >

### Contact Us

CONTACT US

Page Title

Page Description   
#890 CFG Apartment, Mayur Vihar, Delhi-India

Email

Contact No

[Update](#)

# Enquiry

**ADMIN PANEL**

- Dashboard
- Branches
- CMS Staff
- Courier
- Complaints
- Pages
- Enquiry**
  - Unread Enquiry
  - Read Enquiry
- Reports

READ ENQUIRY VIEW

S.NO	Name	Email	Mobile Number	Enquiry Date	Action
1	Rahul Singh	rahul@gmail.com	9879879797	2021-05-08 00:00:00	<a href="#">View Detail</a>

# Enquiry Detail

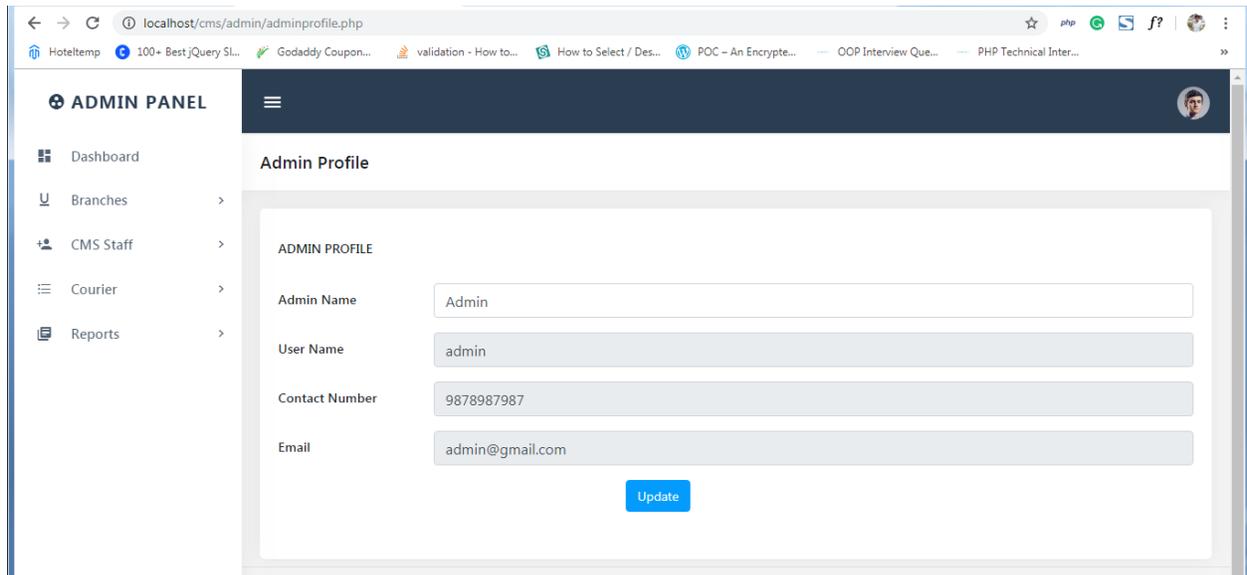
**ADMIN PANEL**

- Dashboard
- Branches
- CMS Staff
- Courier
- Complaints
- Pages
- Enquiry**
- Reports

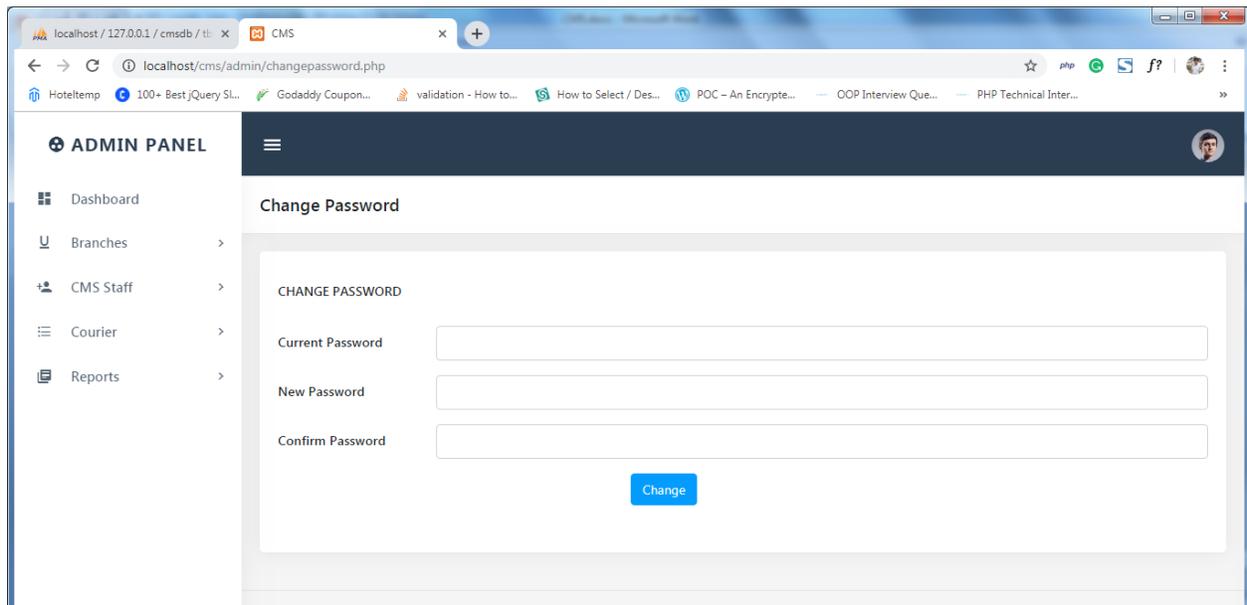
VIEW ENQUIRY

Name	Rahul Singh
Email	rahul@gmail.com
Mobile Number	9879879797
Message	Send price list of courier
Enquiry Date	2021-05-08 00:00:00

# Admin Profile



# Change Password



## Admin Forgot Password

**CMS|| FORGOT PASSWORD**

FORGOT PASSWORD

Email

Mobile Number

Reset

[Sign In](#)

## Admin Reset Password

**CMS|| RESET YOUR PASSWORD!**

RESET YOUR PASSWORD!

New Password

Confirm Your Password

Reset

[Sign In](#)

# Staff Dashboard

STAFF PANEL

Dashboard

- Dashboard
- Add Courier
- Status
- Search Courier

Dashboard

TOTAL COURIER 12	TOTAL COURIER PICKUP 2	TOTAL SHIPPED 1	INTRANSIT COURIER 1
TOTAL COURIER ARRIVED AT DESTINATION 1	TOTAL COURIER OUT FOR DELIVERY 1	TOTAL DELIVERED COURIER 3	

# Courier Detail Form

STAFF PANEL

Dashboard

Add Courier

Status

Search Courier



## Courier Detail

### SENDER DETAIL

Sender Branch

Test Branch

Sender Name

Sender Contact Number

Sender Address

Sender City

Sender State

Sender Pincode

Sender Country

### RECIPIENT DETAIL

Recipient Name

Recipient Contact Number

Recipient Address

Recipient City

Recipient State

Recipient Pincode

Recipient Country

### COURIER DETAIL

Courier Description

Parcel weight(in kg)

for example:2kg or .2kg

Parcel Dimension(in inch)

Parcel Price

Submit

## Manage Courier

**STAFF PANEL**

- Dashboard
- Add Courier
- Status**
  - Couriers
  - Courier Pickup
  - Shipped
  - Intransit
  - Arrived at Destination
  - Out for Delivery
  - Delivered
- Search Courier

**COURIER VIEW**

Show  entries Search:

S.NO	Reference Number	Sender Name	Recipient Name	Courier Date	Action
1	347227212	Falguni Singh	Drashan Singh	2019-04-03 21:49:27	<a href="#">View Detail</a>

Showing 1 to 1 of 1 entries Previous **1** Next

## View Courier Details

**STAFF PANEL**

- Dashboard
- Add Courier
- Status**
- Search Courier

**COURIER VIEW**

**Reference Number:** 347227212

**Courier Date:** 2019-04-03 21:49:27

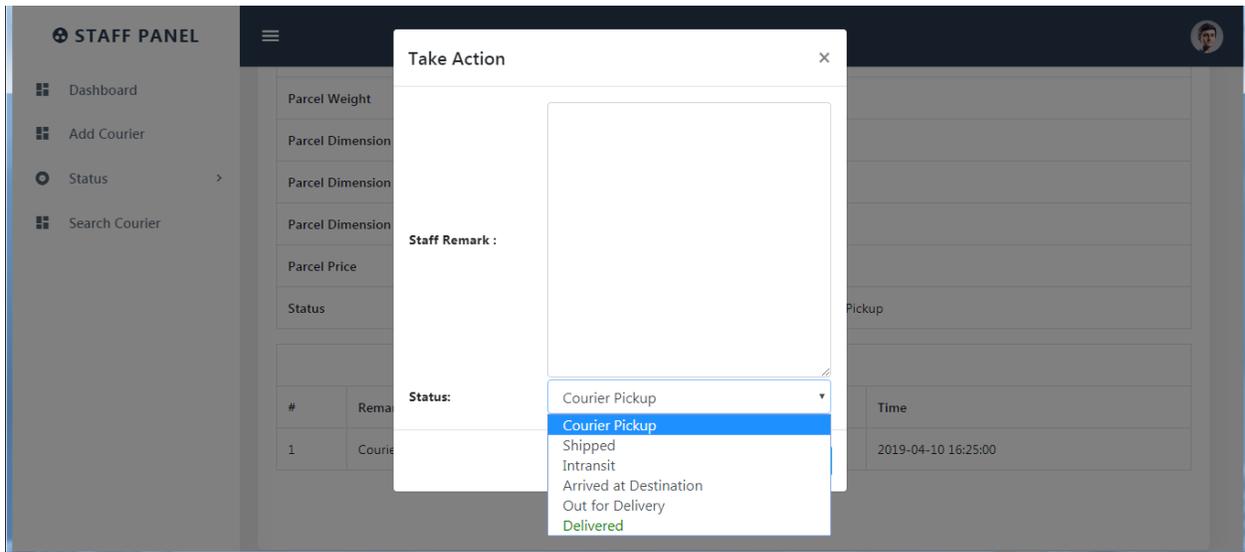
Sender Details		Recipient Details	
Sender Branch	CMS Kanpur	Recipient Name	Drashan Singh
Sender Name	Falguni Singh	Recipient Contact Number	7998789887
Sender Contact Number	8987897744	Recipient Address	fthghuikkkjhklj
Sender Address	abc hauz khas	Recipient City	Lucknow
Sender City	Kanpur	Recipient State	UP
Sender State	UP	Recipient Pincode	789898
Sender Pincode	897979	Recipient Country	India
Sender Country	India		

Courier Description	Parcel contain fibre
Parcel Weight	.5 kg
Parcel Dimension Length	8 inch
Parcel Dimension Width	10 inch
Parcel Dimension Height	12 inch
Parcel Price	80
Status	Courier Pickup

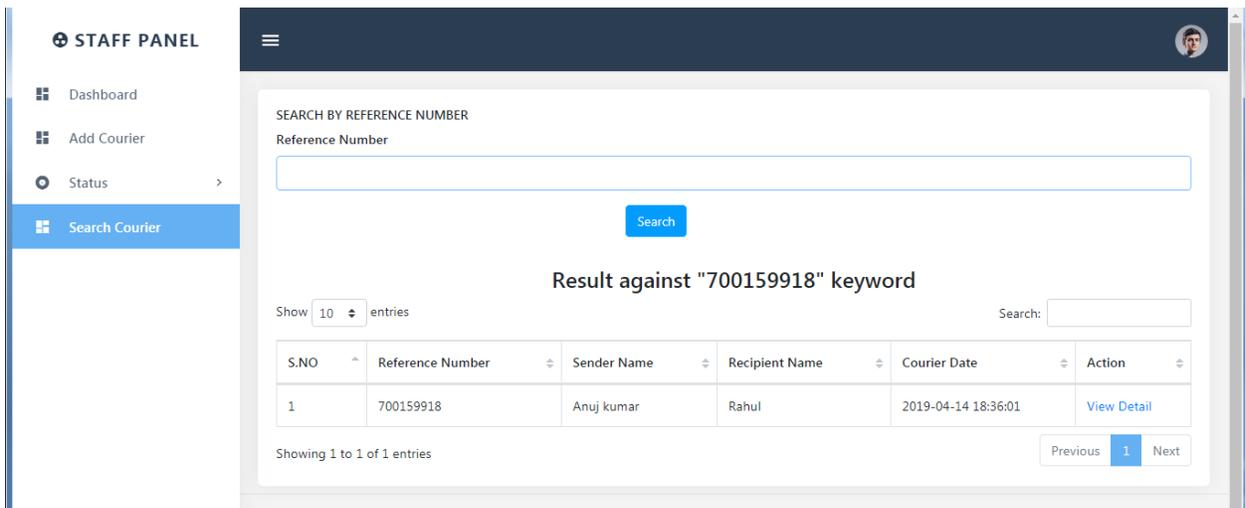
Courier History			
#	Remark	Status	Time
1	Courier is pickup	Courier Pickup	2019-04-10 16:25:00

[Take Action](#)

# Courier Action



# Search Page



## Staff Profile

**STAFF PANEL**

- Dashboard
- Add Courier
- Status
- Search Courier

### Staff Profile

STAFF PROFILE

Staff Name	<input type="text" value="Test Staff"/>
Branch Name	<input type="text" value="Test Branch"/>
Staff Mobile Number	<input type="text" value="1234567890"/>
Email	<input type="text" value="test@gmail.com"/>
Staff Registration Date	<input type="text" value="2019-04-14 18:23:31"/>

## Change Password

**STAFF PANEL**

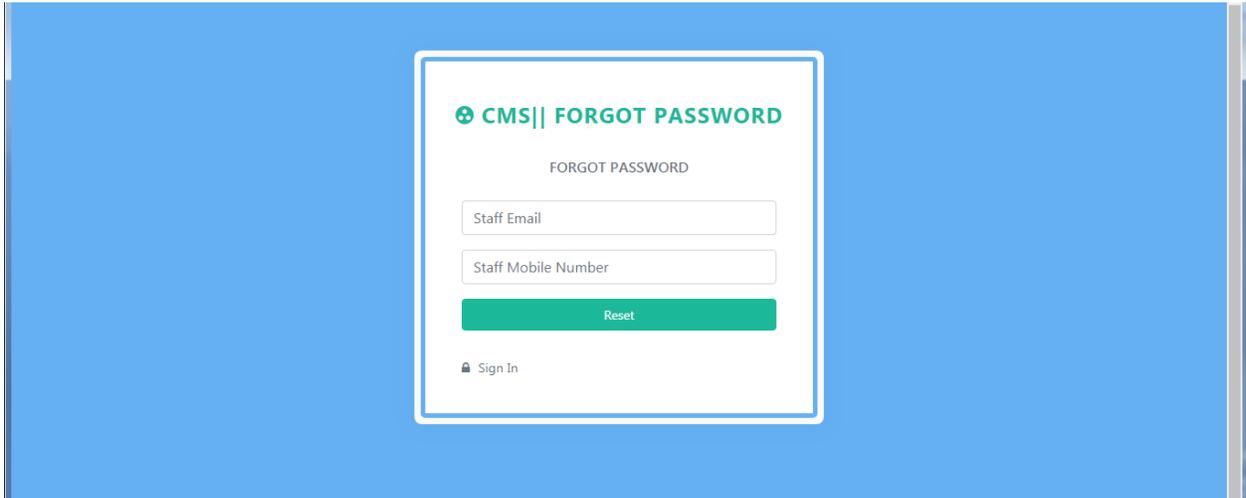
- Dashboard
- Add Courier
- Status
- Search Courier

### Change Password

CHANGE PASSWORD

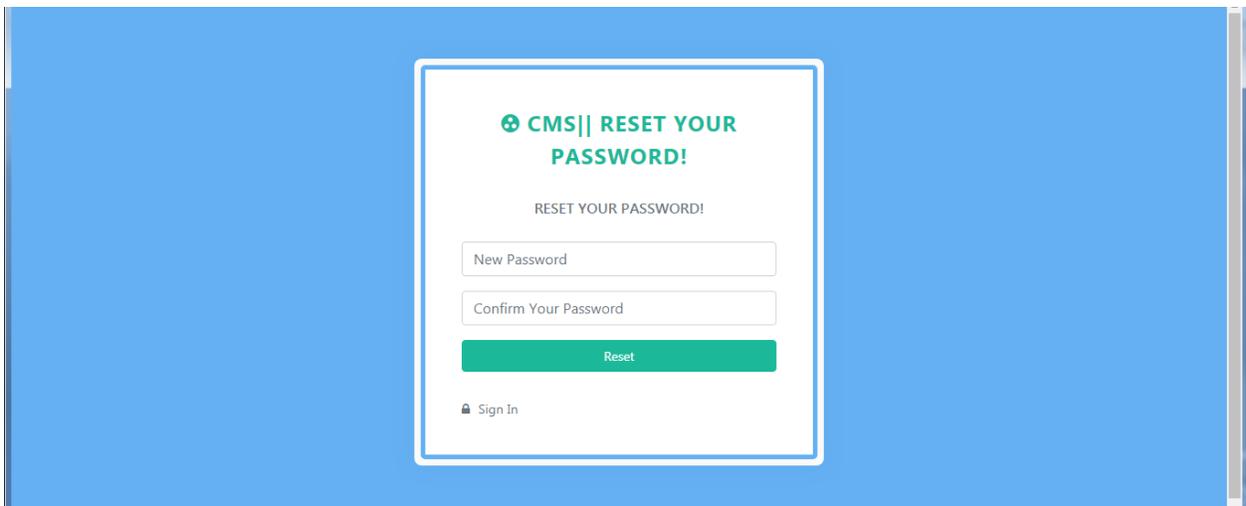
Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm Password	<input type="password"/>

## Staff Forgot Password



The screenshot shows a web form titled "CMS|| FORGOT PASSWORD" centered on a blue background. The form is enclosed in a white box with a thin blue border. At the top of the form is the CMS logo (a green circle with a white plus sign) followed by the text "CMS|| FORGOT PASSWORD". Below this is the sub-header "FORGOT PASSWORD". The form contains two input fields: "Staff Email" and "Staff Mobile Number". Below these fields is a prominent green button labeled "Reset". At the bottom left of the form is a "Sign In" link with a small lock icon.

## Staff Reset Password



The screenshot shows a web form titled "CMS|| RESET YOUR PASSWORD!" centered on a blue background. The form is enclosed in a white box with a thin blue border. At the top of the form is the CMS logo (a green circle with a white plus sign) followed by the text "CMS|| RESET YOUR PASSWORD!". Below this is the sub-header "RESET YOUR PASSWORD!". The form contains two input fields: "New Password" and "Confirm Your Password". Below these fields is a prominent green button labeled "Reset". At the bottom left of the form is a "Sign In" link with a small lock icon.

# **PROJECT TESTING**

## **Software Testing Strategies**

Testing is a set of activities that can be planned in advanced and conducted systematically. A strategy for software testing must accommodate low-level tests that are necessary to verify that a small source code segment has been correctly implemented as well as high-level tests that validate major system functions against customer requirements

There are three types of testing strategies

1. Unit test
2. Integration test
3. Performance test

### **Unit Testing:**

Unit testing focuses verification efforts on the smallest unit of software design module. The unit test is always white box oriented. The tests that occur as part of unit testing are testing the module interface, examining the local data structures, testing the boundary conditions, execution all the independent paths and testing error-handling paths.

### **Integration Testing:**

Integration testing is a systematic technique or construction the program structure while at the same time conducting tests to uncover errors associated with interfacing. Scope of testing summarizes the specific functional, performance, and internal design characteristics that are to be tested. It employs top-down testing and bottom-up testing methods for this case.

### **Performance Testing:**

Timing for both read and update transactions should be gathered to determine whether system functions are being performed in an acceptable timeframe.

# **CONCLUSION**

The entire project has been developed and deployed as per the requirements stated by the user, it is found to be bug free as per the testing standards that is implemented. Any specification-untraced errors will be concentrated in the coming versions, which are planned to be developed in near future. The system at present does not take care off the money payment methods, as the consolidated constructs need SSL standards and are critically to be initiated in the first face, the application of the credit card transactions is applied as a developmental phase in the coming days. The system needs more elaborative technicality for its inception and evolution.

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