

UNIVERSITI TEKNOLOGI MARA

**PARCELTRACE : DEVELOPMENT OF PARCEL
MANAGEMENT WEB APPLICATION FOR
MELATI COLLEGE STAFF**

MARYAM JAMILAH BINTI ZULKAFALI

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ABSTRACT

Nowadays, technology is growing rapidly that need the manual system to be converted to the web-based application system. This project describes about ParcelTrace Management Web Application, which is web-based application system platform. This system focuses on the distribution of the parcel. This system was developed purposely to help the staffs of Melati College who have problem in distributing the parcel and keeping track of all records regarding the parcel distribution. Currently, the management of the college distribute the parcel in manual ways. This project will implement two main features which are the parcel management system and real-time SMS notification to improve the management of the Melati College. This application also provides real-time SMS notification that can notify the residents of Melati College about the arriving parcel. The objectives of this project are to identify the user requirements of ParcelTrace Management Web Application, to design as well as to develop the ParcelTrace Management Web Application. In order to develop this project, the methodology used in this project is Web Development Life Cycle (WDLC), which is consist of planning, analysis, design and development, testing and finally, implementation and maintenance phases. As the result, ParcelTrace Management Web Application helps the staffs to distribute the parcel, provide parcel management system, and delivery real-time SMS notification to the residents. Some recommendations for future works are also discussed at the end of the project based on the limitation identified throughout the project to offer opportunities for enhancement and improvement for the future.

Keywords: SMS, parcel management, track & trace, web-based, college

TABLE OF CONTENTS

CONTENT	PAGE
SUPERVISOR APPROVAL	ii
STUDENT DECLARATION	iii
ACKNOWLEDGEMENT	iv
ABSTRACT	v
TABLE OF CONTENTS	vi
LIST OF FIGURES	ix
LIST OF TABLES	xi
 CHAPTER ONE : INTRODUCTION	
1.1 Project Background	1
1.2 Problem Statement	3
1.3 Project Objectives	5
1.4 Project Scope and Limitation	5
1.5 Project Significances	6
1.6 Chapter Summary	7
 CHAPTER TWO : LITERATURE REVIEW	
2.1 Introduction to Track and Trace Technology	8
2.2 Definition of Parcel	9
2.3 Definition of Management Process	10
2.4 The Benefits of Tracking System	11
2.5 Features in Tracking Web Application	11
2.5.1 Online System	11
2.5.2 SMS Notification	12
2.6 Methodology	
2.6.1 Web Development Lifecycle Model (WDLC)	12

CHAPTER 1

INTRODUCTION

This chapter provides the background for the project. It also gives details and an overview of the project about development of ParcelTrace Management Web Application that includes the project background, problem statement, project objectives, project scope and project significance. The purpose of this chapter is to give a better understanding about this project.

1.1 Project Background

According to Sun, Wei, Qiao, Wen, & Jiang (2016), the logistics industry is expanding rapidly with the growth of e-commerce where there is a rising demand for punctuality and efficiency of express delivery service. Due to the rapid development of e-commerce, online shopping expresses logistics services is one of the fastest growing industries in the world where people rely on the company which provides best customer care (Jin, 2018). The development of the express logistics company is playing an important role in this technology lifestyle where express logistics companies provide suitable courier logistics services in the online environment meanwhile considering the demands of an online retail business and online buyers (Yu & Wu, 2017).

Hence, express logistics companies are contributing to tracking and tracing systems aiming to improve services, reduce costs and secure the safety in shipping (Oliveira, Cardoso, Barbosa, da Costa & Prado, 2015). The tracking and tracing system are considered as the connection between the information systems and the physical reality in express logistics services. The real-time track and trace system are necessary to manage the integrated logistics networks and to enhance customer services. Although express service develops rapidly, keeping detailed and up-to-date records are essential