Shipment Tracking for Air Freight via Website

By

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Dissertation submitted in partial fulfillment of

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(Information Technology)

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CERTIFICATION OF APPROVAL

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A project final draft submitted to the
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CERTIFICATION OF ORIGINALITY

This is to certify that I am responsible for the work submitted in this project, that the original work is my own specified in the references and acknowledgements, and the original work contained herein have not been undertaken or done by unspecified sources or persons.

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SHAHRUL RAZMAN B MOHD SALLEHUDIN

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INFORMATION TECHNOLOGY

ABSTRACT

This paper is written as preliminary information on the Information Technology Final Year Project. The title selected for this purpose is software called Shipment Tracking for Air Freight or simply STAR. In addition, it highlights how we can implement the software contents and influences the user to use them. The main target user for this project is the consignee or other party such as freighter forwarder company staff. Currently, the only tools to keep track of each shipment send by the consignee is only thru telex send by the station (airport). The consignee would have to call the station support office of the air freight company in order to know the status of their shipment. Consignee is a person or party who send the shipment. Then the office staff would have to print the telex of the shipment. The need for a more reliable and fast system to display the information is increasing. The main objective of the project is to keep track of each shipment by logging on to specific website in the Internet. The main advantage of this system is, it reduce the hassle of using telephone to contact the office of the air freight company and the consignee can view the information of their shipment status anytime and anywhere as long there is an Internet connection facility. The existing tracking method is using less user friendly interface and not available via internet. In order to complete this project the author has chosen to use planning-analysis-design method. It is simple and easy to keep track of the project development. This system will be developed using Macromedia Dreamweaver and a database to integrate all the codes and the system interface. In conclusion it is estimated that by having this system it able increase user satisfaction and productivity, help reduce tensions among company personnel and become very effective tool in helping both user and support staff. As for the result this project is hope to also achieve all the objectives.

ACKNOWLEDGEMENT

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CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF STUDY

The request for an automated tool to monitor the trace of shipment has been raised by many freight companies and it customer. The importance of such system is obviously critical in every working environment; especially to companies with large number of transaction and high profile companies, MASkargo as for the example.

The process of handling a shipment by the freight company started from the point of acceptance from the consignee until point of delivery to the addressee. Consignee is a person or party whom send the shipment. Addressee is a person or party to whom a shipment is addressed.

With an increasing globalised economy, countries and companies are exporting and importing all kinds of goods from everywhere in the world. Without doubt the logistics industry plays an important role in this supply chain of getting raw materials to production and finally to the end consumer.

International air cargo had grown 18% from the year 1997 to 2001. Having a variety of products such as express handling cargo gives the flexibility to meet the needs of individual shippers, freight forwarders such as DHL and Nippon Express, local firms and multinational corporations alike.

Some companies have embarked tracking system to keep track the shipment. The task being made even more efficient with the advance data collection technologies nowadays, including Smartcard system and barcode - just to name a few.

Following the pressing needs and after studying the potential utilization of transaction data from the security system and the emerging data collection devices, the author has stepped forward with a proposal to develop a system to meet this demand as called Shipment Tracking for Air Freight (STAR).

Source: *http://www.maskargo.com/about/?nav=overview*

1.2 PROBLEM STATEMENT

Currently, the only tools to keep track of each shipment send by the consignee is only thru telex send by the station (airport). Telex contain information such as flight details like time information and destination The consignee would have to call the station support office of the air freight in order to know the status of their shipment. Then the office staff would have to print the telex of the shipment. The need for a more reliable and fast system to display the information is increasing. Currently there are no services available that enable the consignee or other party to keep track of each shipment via a website.

1.3 OBJECTIVES

The objectives of the system are as follows:
- To provide an alternative solution to manage the tracking of each shipment. The system that will be developed gives the consignee or other party to keep track of each shipment by logging on to specific website in the internet.
- To reduce time as well as increase the efficiency and reliability in the tracking process and management.
- To increase productivity and competitive advantage over other company that did not provide this service to their customer.

1.4 SCOPE OF STUDIES

The scope of studies throughout the project includes:

- Shipment tracking system analysis, design and development.

  The tasks involve mainly doing the feasibility study of the system. Define the goals and constraint of the system. Involve in established the system architecture. The outcome of these processes

- Database design and management.

  Determine and design the architecture of the database for the system. Logical database design is need to be done for efficient retrieval by the system for the shipment tracking system.

- Research on the data capture/collection alternatives.

  Determine and design the method for the data collection and analysis. The result of data collection and analysis will determine whether the objective of the project is achieved.

Due to several constraints such as limited resource, lack experience and limited time, some of the scope of study cannot be completed within the given time period. According to the given dateline, the shipment tracking system analysis, design and development is capable to be completed within the time period. As for the database design and management it needs to be completed with the shipment tracking system in order for the system to be shown in the demonstration. The research on the data capture/collection alternatives cannot be completed in this study because several constraint mention above. Beside that the research on the data capture/collection required huge resource and consume a lot of time.

CHAPTER 2

LITERATURE REVIEW AND THEORY

In this following section current, published studies as they are relate to shipment tracking will be presented.

Rather than using the conventional method in doing the business. It is proven that with the use of technology such as internet. The business capacity can be extend up to a new level. With the use of technology, an organization will have a competitive advantage over an organization which did not make use of the technology available

'A forwarding agent shares his views. *Internet portals do certainly improve efficiency of both parties. With such a community based system there will be several synergies including e-bookings, e-submission, e-invoicing and e-tracking'.*

-Role Of Websites In Freight Forwarding
01 May 2003, Malaysian Business
By SEELEN SAKRAN.

Internet and technology is a weapon that use in today business world. Almost every key player in the industry makes full use of the internet and the opportunity that available in order to survive in the competitive business world.

'In today's e-commerce strategy, most major airlines are using a combination of channels for product distribution and process automation. The ACX portal will therefore, not affect MASkargo's market share. On the contrary, we are looking at it as a challenge for us to further enhance our level and reach of services in order to ensure our business survival. Additional portals such as ACX, operated by the various cargo network companies will create a competitive environment that will force others to strive even further to improve their services'.

Chan You Chee, David MASkargo Manager IT Relationship

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Internet and other technological advances available can make business operation more productive and reduce operational cost for an organization. This is more critical to organizations which operate around the globe.

"sistem berasaskan web membolehkan stesen kargo di seberang laut mengumpul, mendapatkan dan memproses prestasi statistik mereka serta laporan pemasaran secara elektronik, dengan itu mengurangkan kos pengendalian."

MASkargo Lancar Sistem Pengiraan Berasas Web
14 Jan 2004, Berita Harian
By BERNAMA.

From the literature point of view above, we can bare in mind that the shipment tracking system is very useful in the future as well as in the present time. The main benefit of this application is for the increase productivity and efficiency of the organization.

CHAPTER 3

METHODOLOGY / PROJECT WORK

3.1 PROJECT APPROACH

Project approach towards Shipment Tracking for Air Freight system (STAR) will be based on the project development schedule prepared by the Final Year Project Committee. Expected deliverables within given time frame is to be met to ensure project continuity and accomplishment.

Method define below will be used as the development methodology and guidelines. The method is a linear system development life cycle for planning, analyzing, designing and developments. The project would consist of following major tasks:

1. Project definition and planning

    During the planning phase, the author had performed a preliminary investigation on the project area. The objective is to gather in depth information of what that to be developed and achieved. The graphical representation of the project planning is in the project Gantt chart. - *Refer Appendix 1 for Gantt chart*

2. System requirement

    In order to come out with the system that meets the user requirement. There some task that needs to be done to in order to get information about the system requirement. Among those tasks are preparing interview question and set up an interview session for the company personnel. Preparing and distributing questionnaire among the company customer.

    The questionnaire is distributed among 40 candidates where the 20 questionnaires are distributed to the freight company staff and 20 to the freight company customer. - *Refer Appendix: 3 sample Questionnaires*

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As for the interview, there has been an interview session with the supervisor and the head unit of the Malaysia Airlines Cargo (MASkargo) build up unit (MH export build up). - *Refer Appendix: 2 sample Interview Question*

The sample for the questionnaire and interview session is attached in the appendices section.

3. System analysis and design

An analysis has been done on the current method that is being used by one of the freight company to track the shipment. Then the weakness of the tracking method used is detected and the solution to improve the existing system. Then the outcome of the analysis will then be used in the system design process. The design process is started with preparing the conceptual diagram, use case diagram, context level diagram, data flow diagram of the system and entity relationship model for the database. Functional user requirements are formally defined and delineate the requirements in terms of data, system performance, security, and maintainability requirements for the system. All requirements are defined to a level of detail sufficient for systems design to proceed. All requirements need to be measurable and testable and relate to the business need or opportunity identified in the Initiation Phase.

4. System development

The detailed specifications produced during the design phase are translated into hardware, communications, and executable software. Software shall be unit tested, integrated, and retested in a systematic manner

5. System testing

Integrate the software units, components and modules. Integrate the software units and software components and test in accordance with the integration plan. Ensure that each module satisfies the requirements of the software at the conclusion of the integration activity. Conduct testing in accordance with the qualification requirements for the software item. Ensure that the implementation of each

software requirement is tested for compliance. Support audit(s) which could be conducted to ensure that:

- as-coded software products (such as software item) reflect the design documentation
- test data comply with the specification
- software products were successfully tested and meet their specifications

3.2 TOOLS / EQUIPMENTS

The main software to be used throughout the development of the system is the server site programming language. The option is to use a Macromedia Dreamweaver. As per the database requirements further studies are to be conducted to identify the best database technology to support the system. Further research is to be done to identify the alternatives devices available and how they support the system effectively. The Microsoft Access is choosing as a database for this project. There are many different database systems available for web hosting. The most common are Microsoft Access, MySQL, SQL Server, and Oracle. Microsoft Access is a very popular option, when a web site requires a simple database solution. Access is not well suited for very high-traffic but manage to fulfill the requirement as a database for this project. Microsoft Access is a centralized type of database system.

Looking from the helicopter view, the major entities of the whole system consist of:

a) Data-collecting devices. The devices, which generally comprises of the keyboard, capture the transaction data every time the staff handle the shipment.

b) Database. The database serve to keep the transaction data (raw data) captured by the data-collecting devices. Logical database design is need to be done for efficient retrieval by the system. As in this project the Microsoft Access is function as the backend of the system. The backend system allows editors (equipped with a custom desktop application) to connect to the backend system and process the changes to the content and metadata. A workflow system integral to the backend enforces a task model that ensures the proper handling of these changes, and makes sure that all changes are double checked before being accepted. The updates can be sent to clients taking a data-feed. These interfaces can deliver HTML. The front-end which is the application website updates itself automatically through the incremental interface of the backend

c) Shipment Tracking System. The system interacts with the user to generate the information as required.

CHAPTER 4

RESULT AND DISSCUSSION

Shipment Tracking for Air Freight system (STAR) contains a flexible and powerful mechanism for effective management of all aspects of shipment tracking. The system is meant to assist the shipment tracking process in a freight forwarder company such as DHL, Nippon Express and MASkargo. As per the project, the system architecture is being divided into 3 entities there are the data collecting devices, transactional database and Shipment Tracking System. The main and core layout of the propose system architecture build up currently being developed. - *See Appendix 4: Conceptual Diagram.*

The results, findings and progress of each aspect are further discussed, as follows:

4.1 PROJECT DEFINITION AND PLANNING

In this step, the author has decided to plan and divide the work task using Gantt chart. The Gantt chart is divided in to four phases which Definition and Planning phase, Analysis and Design phase, Development phase and lastly the Testing phase. The definition and planning process is estimated to take time about seven days. During the Definition and Planning phase, task undertaken mainly include set task timeline and project schedule. The Definition and Planning phase need to be carefully done as it will serve as a guideline in completing the project. Next step is Analysis and Design phase; it is the continuation from the previous phase an estimated to take about 14 days to be completed. The Development phase is the most time consuming phase in these project. It is estimated to be completed in 42 days. The reason this phase is time consuming is because it is the phase to produce the product of the project, therefore ample of time is need to make sure the system working as it suppose to be. The last phase is the system testing, at this phase; an integration testing is done. The testing is estimated to be complete within a week. In conclusion although the Gantt chart is used as tools to ensure all the dateline of the project not to be miss. But sometimes there is a dateline that cannot be meet on time. *-See appendix 1 for Gantt chart*

4.2 SYSTEM REQUIREMENT

The system requirement analysis phase is critically important because it will set the specification of the system and the requirement that the system should have. The tools to do the system requirement analysis are by using questionnaire and interview session. The result gather from both methods is used to enhance the system requirement.

4.2.1 The Interview

The answers gather from the interview session is used to know what is the problem and constraint of the current tracking method. It is also used as a platform to know how the people in this business do their jobs everyday. By using this interview session information about what the user requirement can be more visually enhance. The interview session done has given the author the feedback and perception of the main user towards the tracking system that will be implemented. Through the interview session also the author manages to get the professional advice and opinion of how the system suppose to work and synchronize with objective of the project.

4.2.2 The Questionnaires

The questionnaires are distributed among 40 people. The distribution ratio is 20 questionnaires to the freight company staff and 20 to the customer of the freight company. On the next page is the graphical representation of the information gathered from the questionnaires that being distribute.
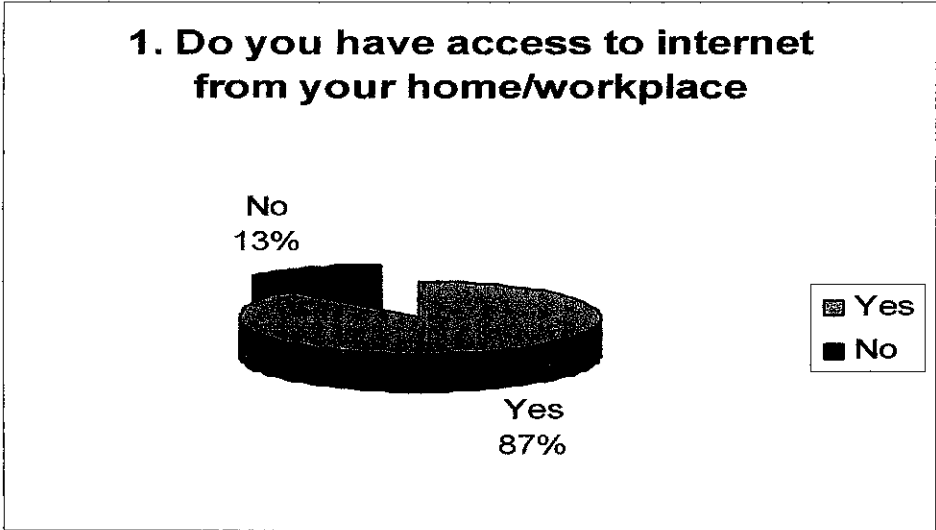
Figure 4.1: Analysis for Question 1
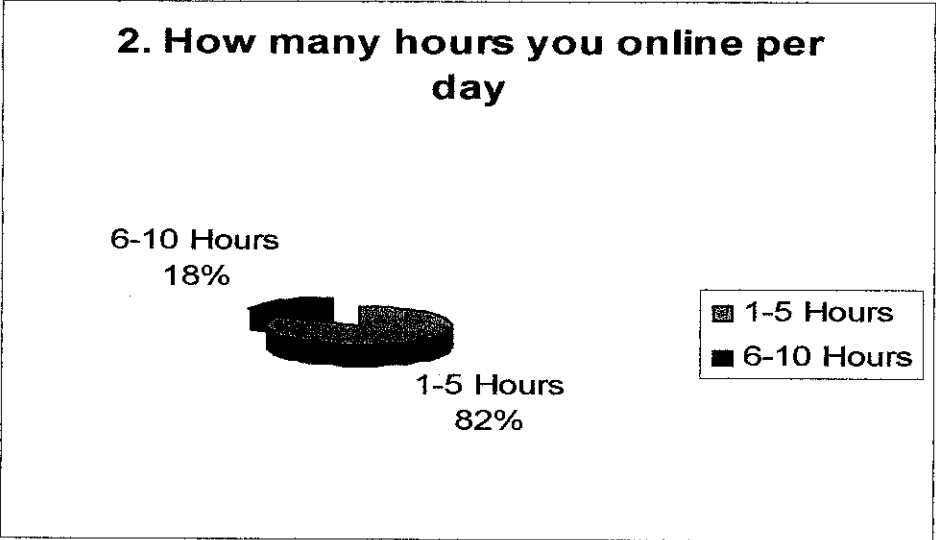
Figure 4.2: Analysis for Question 2

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3.Do you visit airliner website

No
28%

Yes
72%

Yes
No
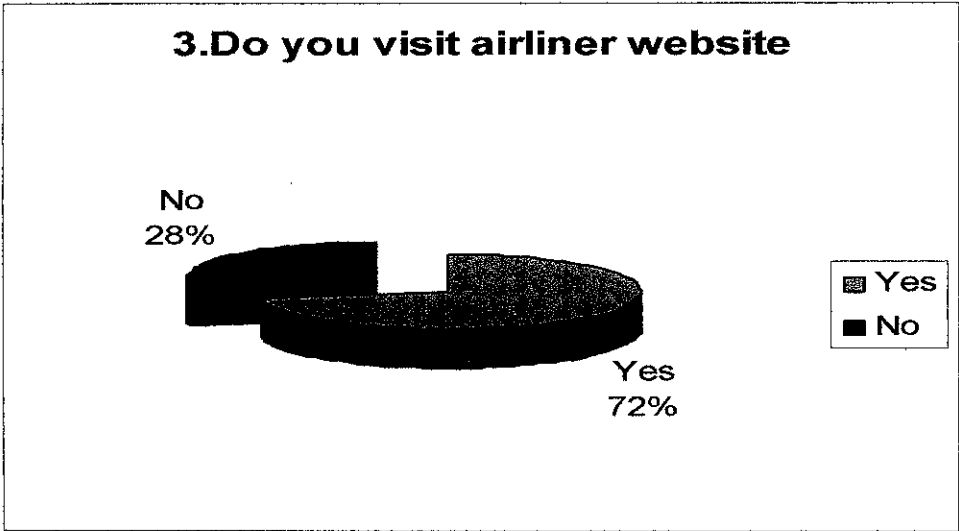
Figure 4.3: Analysis for Question 3

4.Have you try to search for product information
or use the service through online airliner website

No
28%

Yes
72%

Yes
No
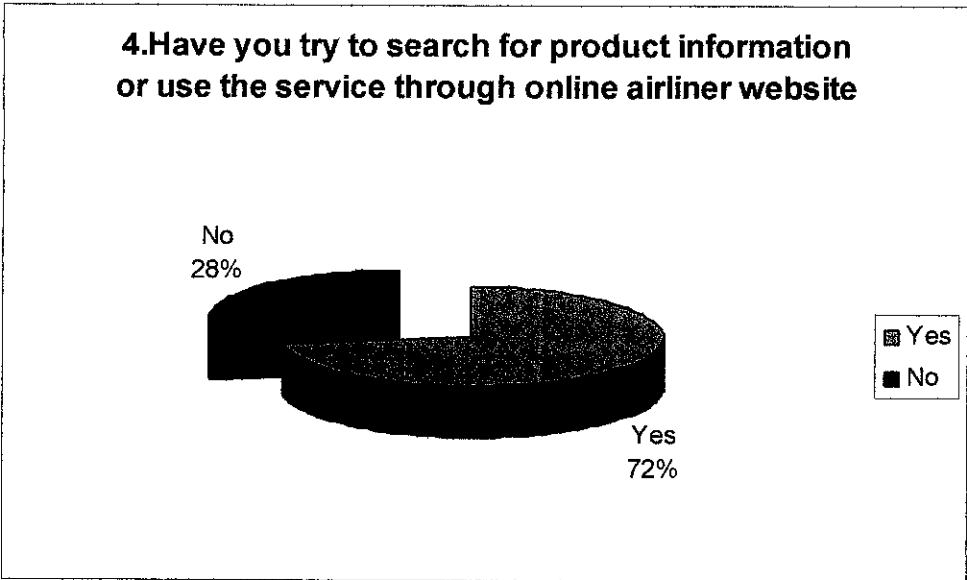
Figure 4.4: Analysis for Question 4

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5.Do you find it helpful

Average
24%

Very Helpful
24%

Helpful
52%

- Very Helpful
- Helpful
- Average
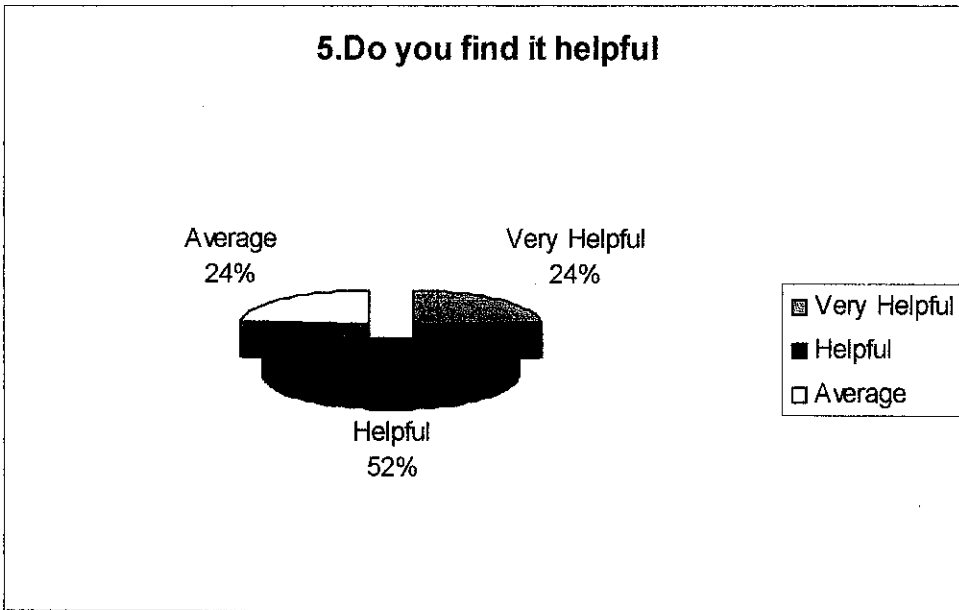
Figure 4.5: Analysis for Question 5

6.Do you support the idea of implementing the shipment tracking functions into online system

No
8%

Yes
92%

- Yes
- No
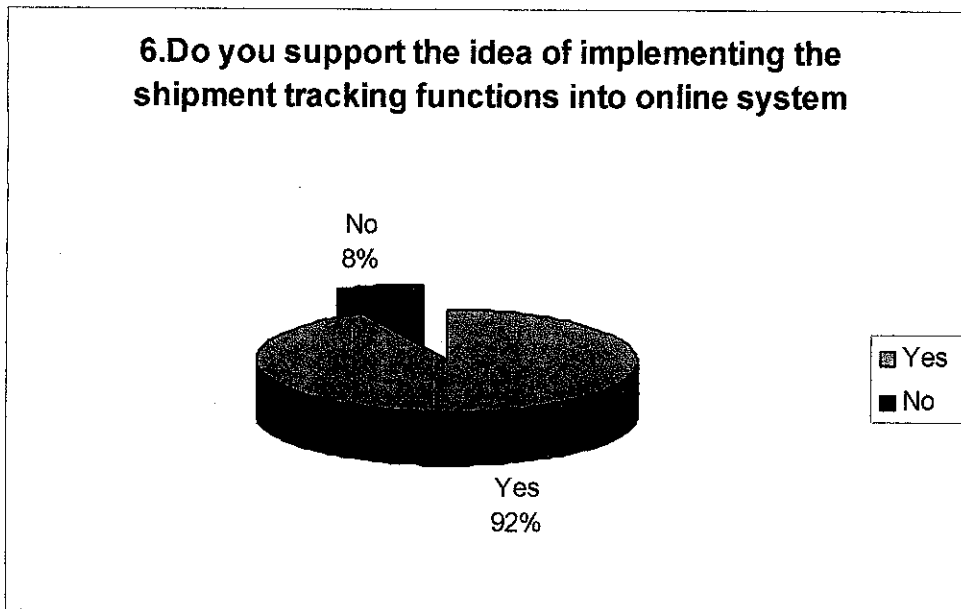
Figure 4.6: Analysis for Question 6

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The results gather from questionnaire show several positive indications that the online shipment tracking will be useful to the customer and provide an additional advantage to the freight company. These findings from the questionnaire show that majority of people involve in this business have an access to an internet thus it is assume that all of them is familiar in browsing the website. Beside that, the response receive regarding the online shipment tracking idea is widely accepted because it combine the convenient easy access through the internet and thus reducing the hassle of the old shipment tracking procedure. But there is also several concern raise by the target user of this system whether it is user friendly and easy to navigate. Beside that, there is also other issue raise by the target user such as the integrity and reliability of the database. This issue will be resolve in the future enhancement because at the moment the step taken is appropriate to protect the database from any possible threat. - *Refer Appendix: 3 sample Questionnaires - Refer Appendix: 6 sample Questionnaire Result*

4.3 SHIPMENT TRACKING SYSTEM DESIGN

The context level diagram *(See Appendix 7)* and data flow diagram *(See Appendix 8)* serve a purpose as a standard when the system is being design. The diagram is design after doing a research on a current shipment tracking method use by a freight company. As describe in the context level diagram order to access the consignee or the staff need to input the relevant information needed such as airway bill number and the username. The information is required as a guarantee to ensure that only the right parties who have the right access level can access the related information. This is to protect the client privacy and rights parallel with the company policy to maintain client trustworthiness to the company. The data flow diagram describe how the user process flow of the system - *Refer Appendix: 4 Conceptual Diagram - Refer Appendix: 5 Use Case Diagram - Refer Appendix: 7 Context Level Diagram - Refer Appendix: 8 Data Flow Diagram - Refer Appendix: 9 Entity Relationship Diagram*

4.4 SYSTEM DEVELOPMENT

The objective of the Development Phase will be to convert the deliverables of the Design Phase into a complete information system. Although much of the activity in the Development Phase addresses the computer programs that make up the system, this phase also puts in place the hardware, software, and communications environment for the system and other important elements of the overall system. In this phase, first the general system characteristics are defined. The data storage and access for the database layer need to be designed. The user interface needs to be designed. The business rules layer or the application logic needs to be designed. Below is some sample of the screen shot of the system.
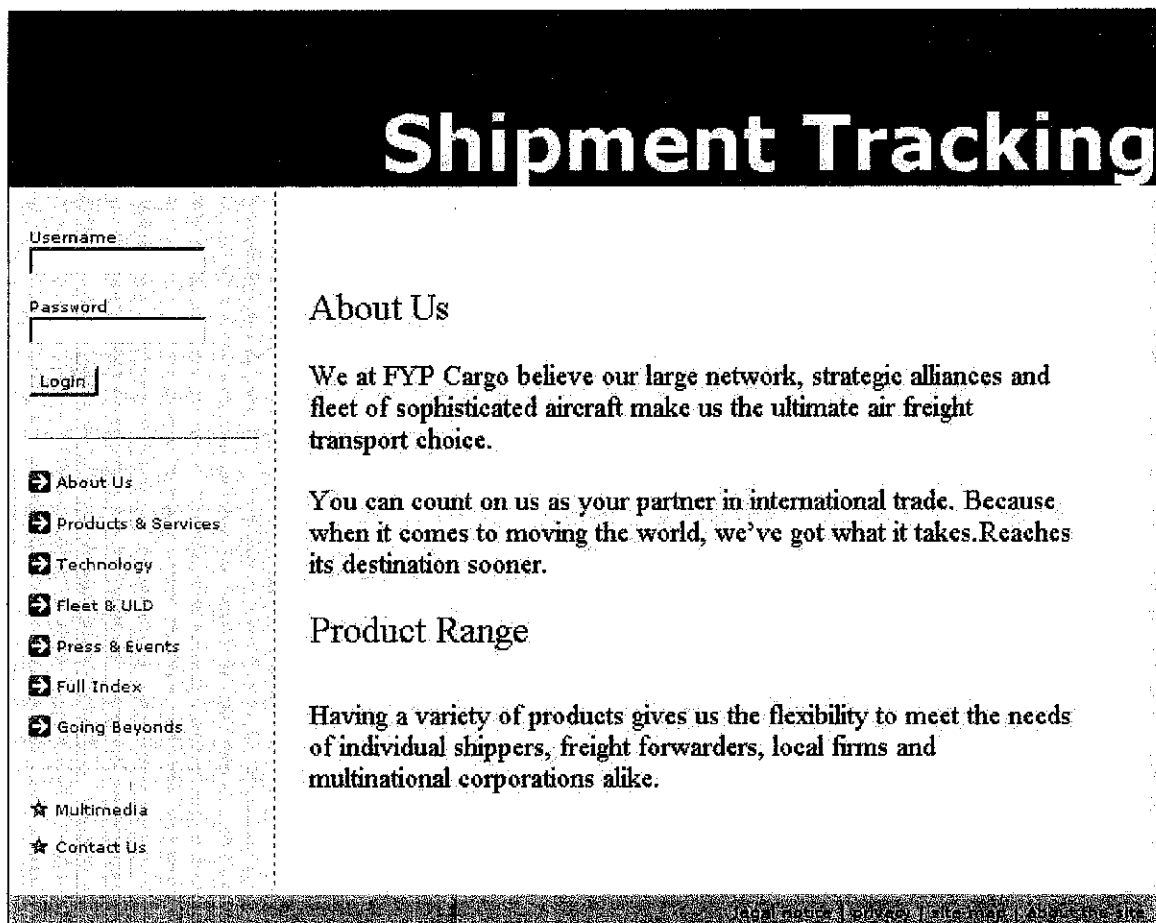
Figure 4.7: Default Screen

Shipment Tracking

Username
customer

Modify Password

Logout

Track Shipment
Flight Schedule
Performance Inidicator

About Us
Products & Services
Technology
Fleet & ULD
Press & Events
Full Index
Going Beyonds

Multimedia
Contact Us

Tracking Shipment
Shipment Query

Enter your Air Way Bill number

232 - 1111113

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Figure 4.8: <u>Customer Log in Screen</u>

Shipment Tracking

Tracking Shipment

Shipment Information

Bill No.	232 - 11111113
Shipname	MH002
Current Location	LHR
Status	Landing
Departure Time	2130
Departure Location	LHR
Arrival Time	0830
Arrival Location	KUL
Description	Dly due to fog

Data updated on
Data requested on Thursday, October 21, 2004 10:16:00 AM

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Figure 4.9: Customer Tracking Status Screen

Shipment Tracking

Username
admin

🖉 Modify Password

➡ Logout

🖉 Edit Data
🖉 Track Shipment
🖉 Flight Schedule
🖉 Performance Inidicator

➡ About Us
➡ Products & Services
➡ Technology
➡ Fleet & ULD
➡ Press & Events
➡ Full Index
➡ Going Beyonds

★ Multimedia
★ Contact Us

Tracking Shipment

Shipment Query

Enter your Air Way Bill number

232 - [   ] ➡

Tracking Shipment

New Shipment Data

Shipname   [   ]

Current Location   [   ]

Status   [   ]

Departure Time   [   ]

Departure Location   [   ]

Arrival Time   [   ]

Arrival Location   [   ]

Description   [   ]

[Reset]   [Insert new data]

Figure 4.10: Administrator Tracking Status Screen

Bill No.	Shipname	Description
11111113	MH002	Dly due to fog

Current Location   LHR

Status   Landing

Departure Time   2130

Departure Location   LHR

Arrival Time   0830

Arrival Location   KUL

Description   Dly due to fog

Delete Submit Changes Close

11111114	MH6161	Arrive on time
11111115	MH6161	Arrive on time
11111116	MH6127	Delayed

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Figure 4.11: Administrator Edit Shipment Screen

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4.5 TESTING

The various components of the system are integrated and systematically tested. The user tests the system to ensure that the functional requirements. Before each component in the system is being integrated into one fully functional system. Each subcomponent of the system will undergo a test process. Each component script will be tested. For example the log in function for the customer and log in function for the administrator will be tested separately before both of them compile into one working system.

4.6 THE SYSTEM

Log in Screen for the System
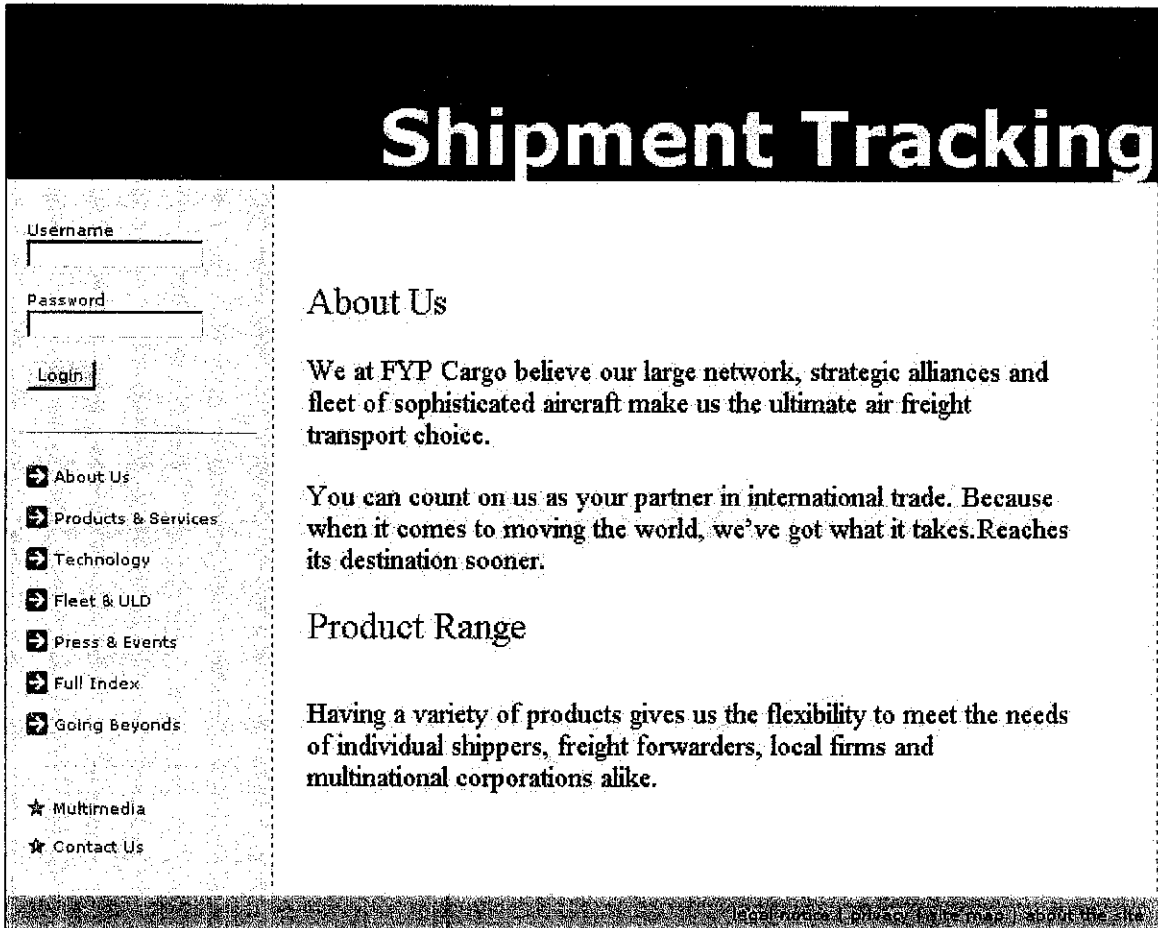
Figure 4.12: Log in Screen

This is the default page for this system. In this screen it displays a description about the company nature of business. On the left corner of the screen there are several options which the user can choose to click. In order to proceed to the shipment tracking status screen the user must key in the valid user name and password. As a security measure if both of the information is not valid, the access to the shipment tracking status will be denied. The user name can be divided into two which is the customer and administrator. There is an About Us link which displays the relevant information about the company. The Product & Services will display the information about the services provided by the company. The user can click the link available to display the information related with the link.

Customer Log in Screen

Figure 4.13: Customer Log in Screen

Above is the customer log in screen, when the customer key in the valid username and password it will allow the customer to view the shipment tracking status screen. On this page it requires the customer to key in the valid Air Way Bill number of their shipment. If the wrong number or alphabet is entered, it will display an error message. In this page also it allows the customer to change their password.

Customer Tracking Shipment Status Screen

Shipment Tracking

<table>
<tr><td colspan="2">Username</td></tr>
<tr><td colspan="2">customer</td></tr>
</table>

Shipment Information

Bill No.	232 - 11111113
Shipname	MH002
Current Location	LHR
Status	Landing
Departure Time	2130
Departure Location	LHR
Arrival Time	0830
Arrival Location	KUL
Description	Dly due to fog

- Modify Password
- Logout
- Track Shipment
- Flight Schedule
- Performance Inidicator
- About Us
- Products & Services
- Technology
- Fleet & ULD
- Press & Events
- Full Index
- Going Beyonds
- Multimedia
- Contact Us

Data updated on
Data requested on Thursday, October 21, 2004 10:16:00 AM

Home Back

Figure 4.14: Customer Tracking Shipment Status Screen

If the customer entered a valid Air Way Bill no, the above screen will appear. The above screen will display all information about the shipment. Bill No will display 11 digit number of the air way bill. The 232 is the default initial Air Way Bill number for this company. The balance 8 digit number will be assign to the customer when they submit their item to be delivered by the company. The shipname is the flight which the item is being carried. The current location is the position where the flight last landed. The status will display whether the flight have landed or take off. The departure time is the time which the flight will depart from original location. The departure location is the where the flight will depart from. The arrival time is the estimated time for the flight to arrive at the destination. The arrival location is the final destination of the flight. Lastly the description is additional information that relevant about the shipment.

Administrator Tracking Screen

Figure 4.15: Administrator Tracking Screen

Above is the administrator log in screen, when the administrator key in the valid username and password it will allow the administrator to view the shipment tracking status screen. On this page it requires the administrator to key in the valid Air Way Bill number of their shipment. If the wrong number or alphabet is entered, it will display an error message. In this page also it allow the customer to change their password

Administrator Shipment Tracking Status Screen

Bill No.	Shipname	Description
11111113	MH002	Dly due to fog

Current Location	LHR
Status	Landing
Departure Time	2130
Departure Location	LHR
Arrival Time	0830
Arrival Location	KUL
Description	Dly due to fog

Delete Submit Changes Close

Bill No.	Shipname	Description
11111114	MH6161	Arrive on time
11111115	MH6161	Arrive on time
11111116	MH6127	Delayed

Home Top

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Figure 4.16: Administrator Shipment Tracking Screen

The above screen is for the administrator to enter or edit information about the shipment. The administrators have the privilege to read and write access in this system, where the customers only have the read access in this system.

User Edit Password Screen

Shipment Tracking

Username
customer

Modify Password

Logout

Track Shipment

Flight Schedule

Performance Inidicator

About Us

Products & Services

Technology

Fleet & ULD

Press & Events

Full Index

Going Beyonds

Multimedia

Contact Us

Account

Change password

Username   : customer

Enter current password :

Enter new password   :

Change

Figure 4.17: User Edit Password Screen

The edit password function allows the customer and administrator to edit the log in password. The function required the user to enter the valid old password and new password they wish to change. If the user enters wrong value in the field the system prompt an error message.

CHAPTER 5

CONCLUSION

Following the pressing need and opportunities, Shipment Tracking for Air Freight system (STAR) is an alternative total solution that will effectively manage shipment tracking activities. The importance of such system is obviously critical in every working environment.

Further requirement analysis and technical specifications evaluation is to be conducted to provide a system which is reliable, efficient and accurate It should also easily customized to meet specialized organization needs and demands.

As for future improvement or enhance that can be undertaken. It is estimated that the shipment tracking function can be access using a mobile device such as hand phone. Other than that in a future time the shipment tracking function can be inform thru short messaging service (SMS)

Given the scheduled time frame, the project is believed to be completed in time and meet the objectives.

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http://www.iata.org

http://ieeexplore.ieee.org

APPENDICES

APPENDIX 1

Gantt Chart

ID	Task Name	Duration	Start	Finish
1	**Project Definition And Planning**	**7 days**	**Mon 7/19/04**	**Sun 7/25/04**
2	Initiate project and proposal	1 day	Mon 7/19/04	Mon 7/19/04
3	Obtain supervisor's approval and advisory	1 day	Tue 7/20/04	Tue 7/20/04
4	Identify information needs	2 days	Wed 7/21/04	Thu 7/22/04
5	Preliminary report submission	1 day	Fri 7/23/04	Fri 7/23/04
6	Finalize project workplan	2 days	Sat 7/24/04	Sun 7/25/04
7				
8	**Analysis And design**	**14 days**	**Mon 7/26/04**	**Sun 8/8/04**
9	Identify user requirements	2 days	Mon 7/26/04	Tue 7/27/04
10	Create event and process model	1 day	Wed 7/28/04	Wed 7/28/04
11	Research on data-collection devices	4 days	Thu 7/29/04	Sun 8/1/04
12	Evaluate system-interfacing requirements	3 days	Mon 8/2/04	Wed 8/4/04
13	Define application architecture	1 day	Thu 8/5/04	Thu 8/5/04
14	Design logical database	1 day	Fri 8/6/04	Fri 8/6/04
15	Design reports and documents	1 day	Sat 8/7/04	Sat 8/7/04
16	Design screens	1 day	Sun 8/8/04	Sun 8/8/04
17				
18	**System Development**	**42 days**	**Mon 8/9/04**	**Sun 9/19/04**
19	Develop back-end work units	14 days	Mon 8/9/04	Sun 8/22/04
20	Develop front-end work units	35 days	Mon 8/16/04	Sun 9/19/04
21				
22	**System Testing**	**7 days**	**Wed 9/22/04**	**Tue 9/28/04**
23	Plan system test	2 days	Wed 9/22/04	Thu 9/23/04
24	Conduct system test	5 days	Fri 9/24/04	Tue 9/28/04
25				
26	**Project Close-out**	**5 days**	**Mon 9/27/04**	**Fri 10/1/04**
27	Finalize final draft documentation	5 days	Mon 9/27/04	Fri 10/1/04

Legend:
- Task
- Split
- Milestone
- Summary
- External Tasks
- External Milestone

Task

Split

Milestone ◆

Summary

External Tasks

External Milestone ◆

Project: FYP Project Work Plan
Date: Fri 12/10/04

Task	Milestone	External Tasks
Split	Summary	External Milestone

W T F S S M T W T F S S M T W T F S S M T W T F S S M T W T F S
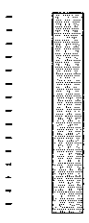
APPENDIX 2

Interview Questions

1. What is the organization chart of this department?
2. After a consignee call company staff of their shipment status, what actually happen?
3. How was it processed?
4. What kind of problems faced by the company staff?
5. Are there any categories of shipment? If yes, what are they?
6. How long is taken for a certain shipment status to be known?
7. Currently what is the method of shipment tracking?
8. What do you think about online shipment tracking?
9. How often repeated same shipment tracking number are reported?
10. How many shipment tracking request per day reported?

APPENDIX 3

Questionnaires

1. Do you have access to internet from your home/workplace?
   a) yes
   B) no

2. If yes, average how many hours you online per day?
   a) 1-5 hrs
   B) 6- 10 hrs
   c) 11-15 hrs
   d) > 15 hrs

3. Do you visit online airliner website (e.g. www.singaporeair.com, www.siacargo.com) frequently?
   a) yes
   B) no

4. Have you try to search for product information or use the service through online airliner website?
   a) yes
   B) no

5. if yes, do you find it helpful?
   a) very helpful
   B) helpful
   c) average
   d) not helpful
   e) waste of time

6. Do you support the idea of implementing the shipment tracking functions into online system to aid the consignee in the shipment tracking process?
   a) yes
   B) no

7. What kind of problem do you usually face when you use the online system? (e.g frustrating search process, inaccurate output information, etc.)

APPENDIX 4

Conceptual Diagram

Staff	Data-collecting devices	Transaction database
Staff scans the bar code using bar code reader	Data being captured by data-collecting devices	Raw data are kept in database

Staff and Customer

Tracking report is generated by user

STAR process raw data into shipment information
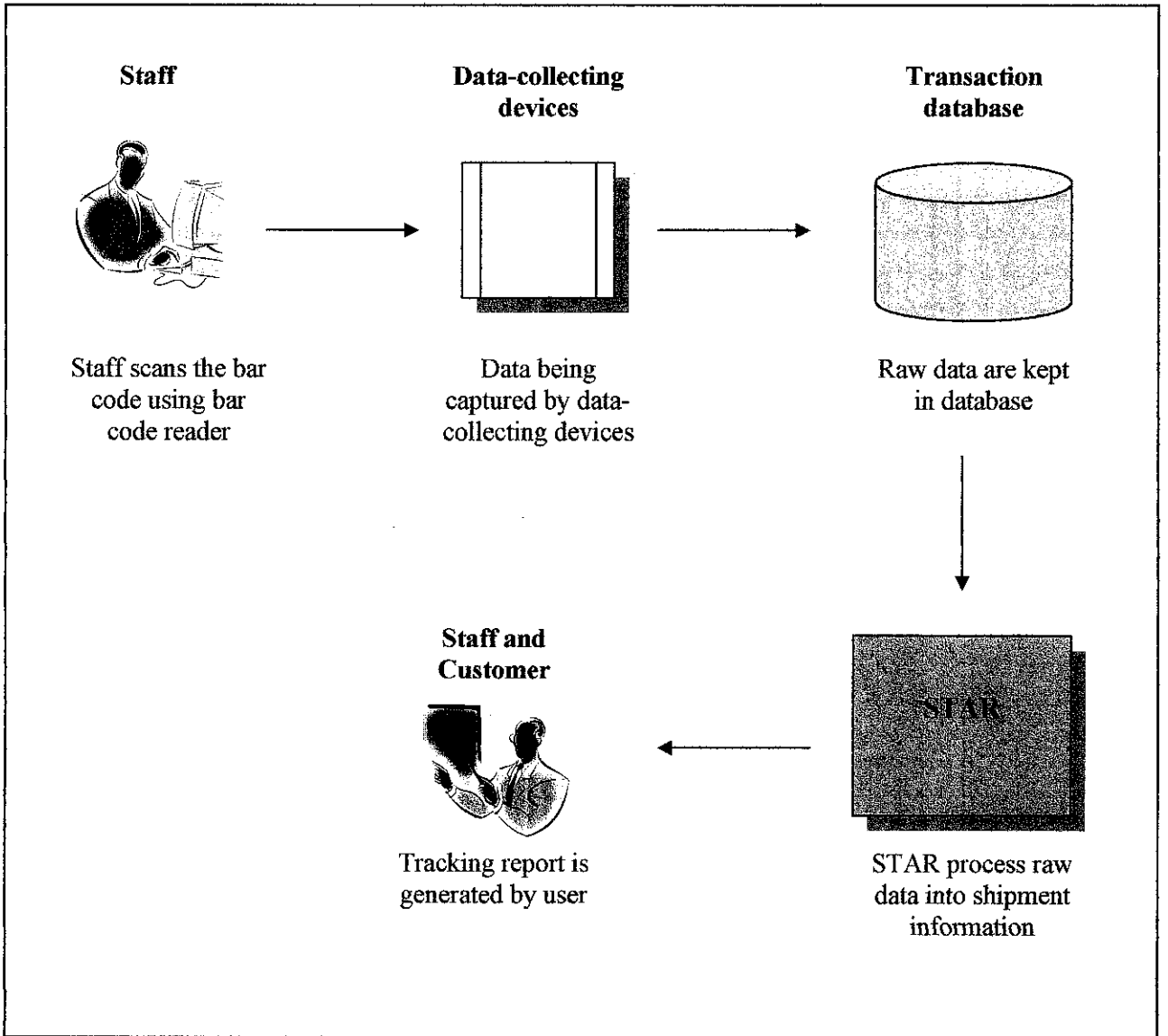
Appendix 4: Shipment Tracking for Air Freight system (STAR) Conceptual Diagram.

APPENDIX 5

Use Case Diagram

SHIPMENT TRACKING FOR AIR FREIGHT

USE CASE Diagram
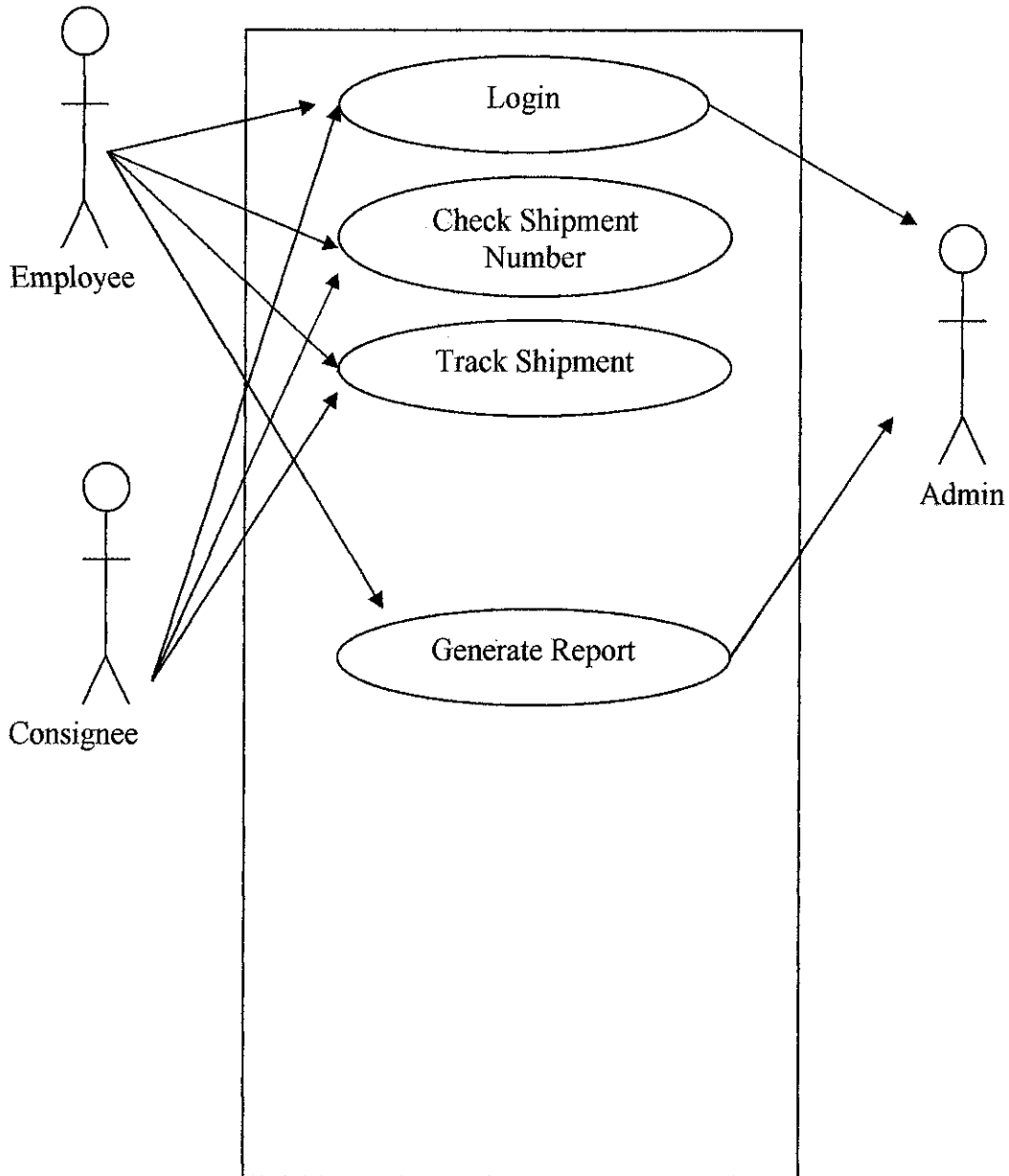
Appendix 5: Shipment Tracking for Air Freight system (STAR) Use Case diagram.

APPENDIX 6

Questionnaires Results

Questionnaires Result

1. Do you have access to internet from your home/workplace

No
13%

Yes
87%

Yes
No

2. How many hours you online per day

6-10 Hours
18%

1-5 Hours
82%

1-5 Hours
6-10 Hours
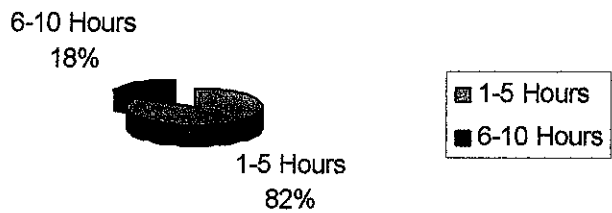
Questionnaires Result

3.Do you visit airliner website
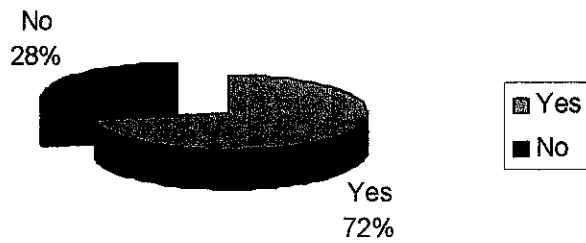
No
28%

Yes
72%

Legend:
- Yes
- No

4.Have you try to search for product information or use the service through online airliner website

No
28%

Yes
72%

Legend:
- Yes
- No
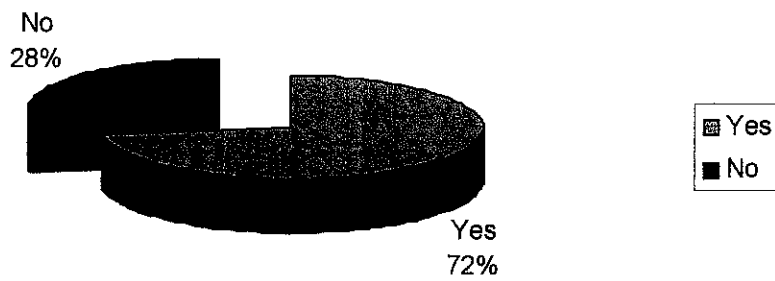
Questionnaires Result

5.Do you find it helpful
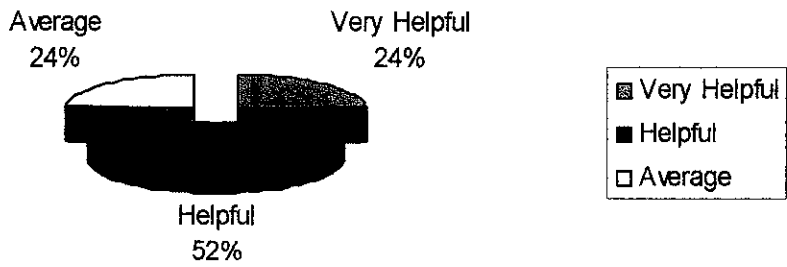
Average
24%

Very Helpful
24%

Helpful
52%

- Very Helpful
- Helpful
- Average

6.Do you support the idea of implementing the shipment tracking functions into online system

No
8%

Yes
92%

- Yes
- No
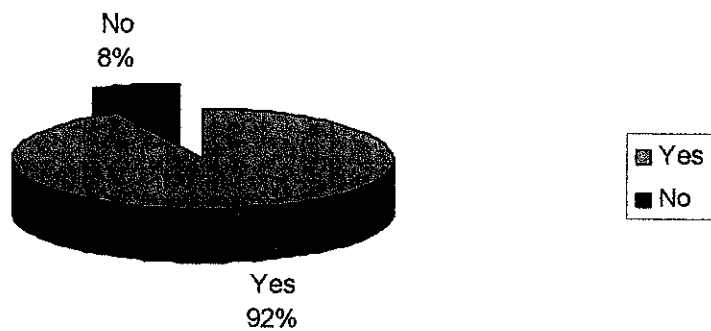
APPENDIX 7

Context Level Diagram

SHIPMENT TRACKING FOR AIR FREIGHT
CONTEXT LEVEL DIAGRAM

```
CONSIGNEE ──── Air Way Bill no ────┐
                                    │
          ──── Username ────────┐   │
                                ▼   ▼
                         ┌──────────────────┐
STAFF ── Air Way Bill no ──►│        0        │
                            │    Shipment     │── Shipment Status ──► CONSIGNEE
     ── Username ──────────►│  Tracking for Air│
                            │   Freight via    │── Shipment Status ──► STAFF
                            │     website      │
                            └──────────────────┘
```
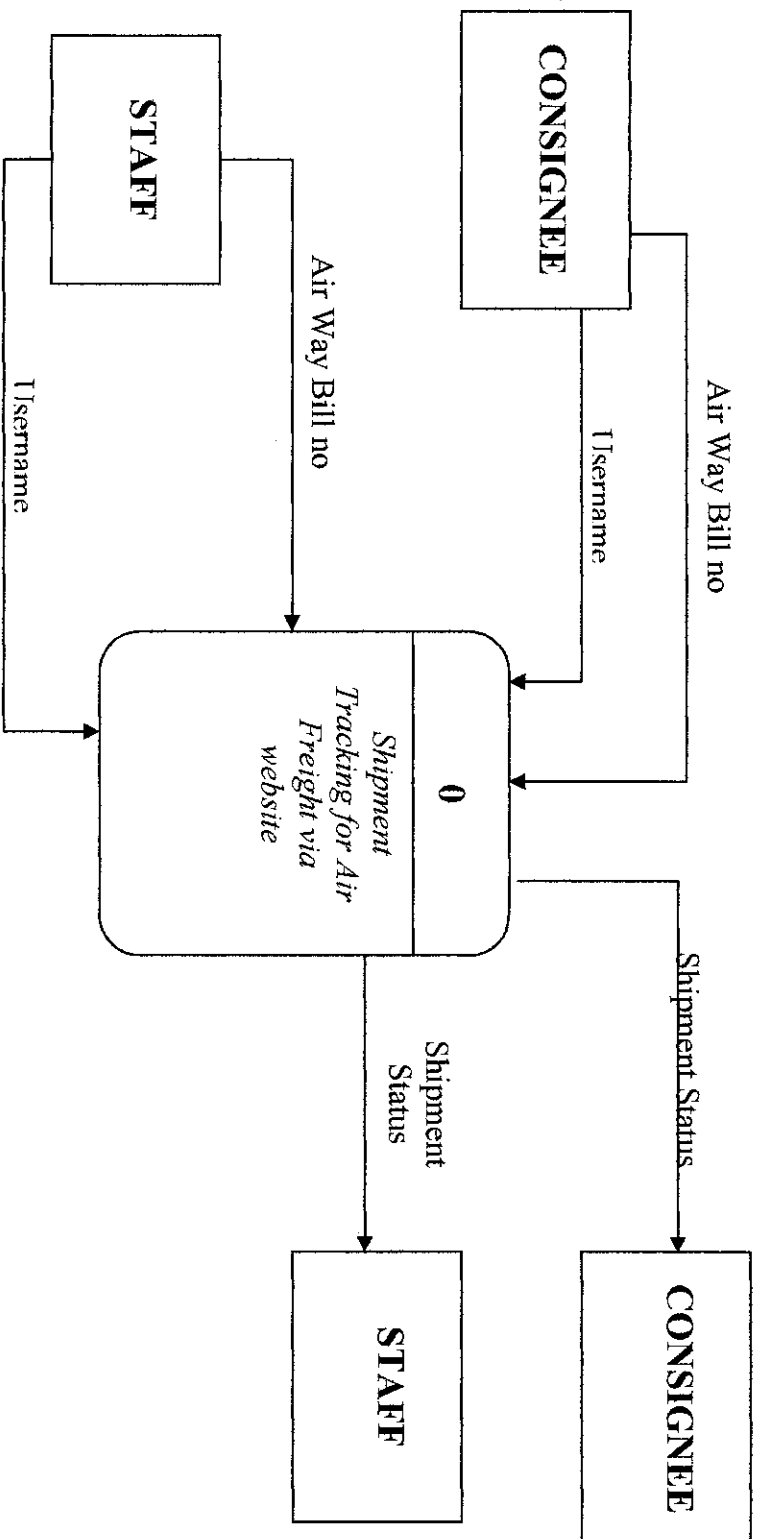
Appendix 7 : Context Level Diagram

APPENDIX 8

Data Flow Diagram

SHIPMENT TRACKING FOR AIR FREIGHT DATA FLOW DIAGRAM (DFD) - CONSIGNEE

CONSIGNEE

Consignee Info

D1	Consignee File

CONSIGNEE

Username

AWB No

1	Verify Username & AWB no

Username

AWB No

2	Open Shipment Tracking Window

Shipment Info

D2	Shipment Info File

Check Status

3	Start Checking Status

Shipment Status

4	Display Shipment Status

Shipment Status

D3	Shipment Status File

View Status

CONSIGNEE
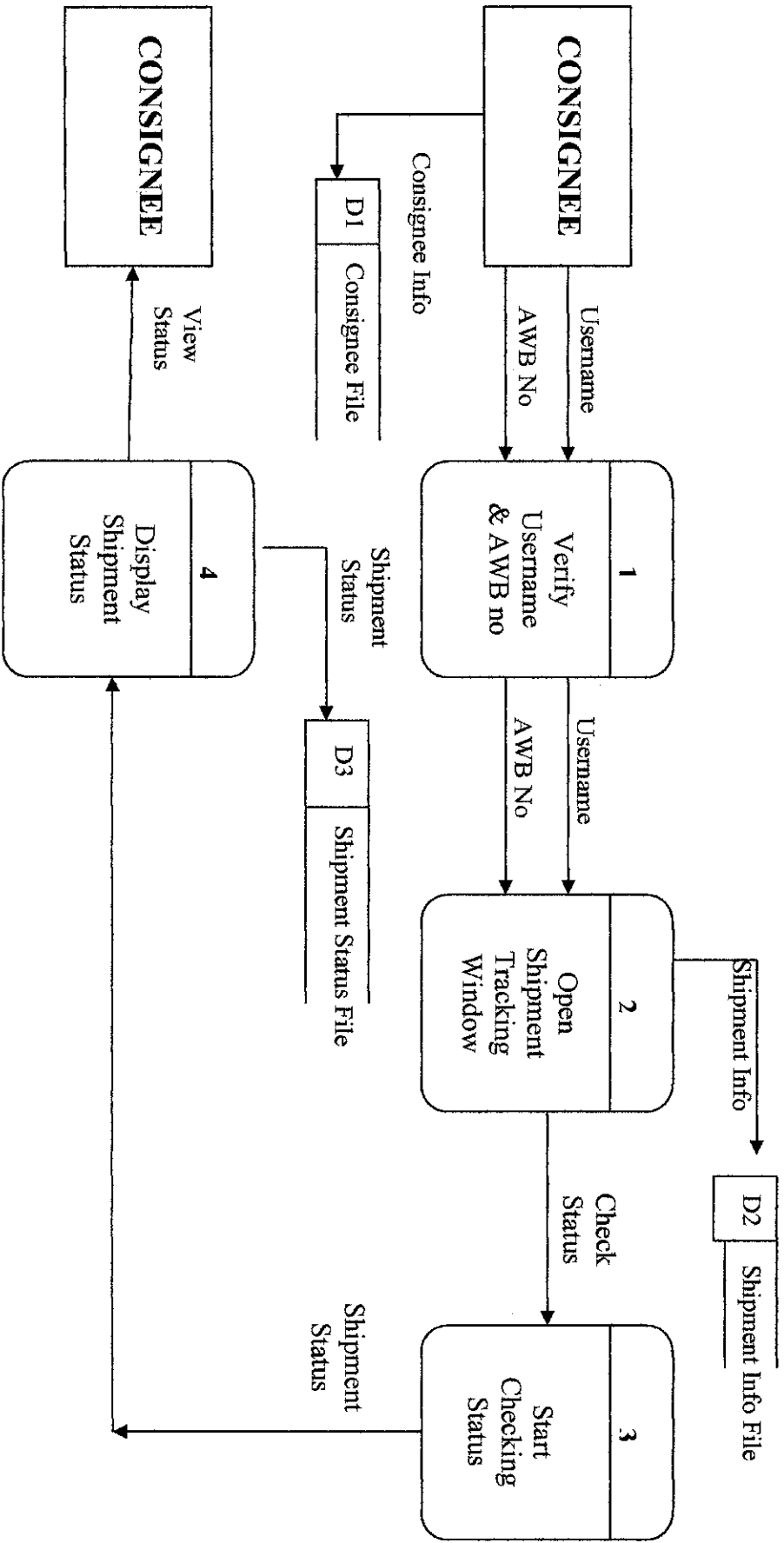
APPENDIX 9
Entity Relationship Model Diagram

Entity Relationship Model

Staff — AirWayBill No, Username

Consignee — AirWayBill No, Username

Check Status — AirWayBill No, Username

Station Support — Username, AirWayBill No, Status
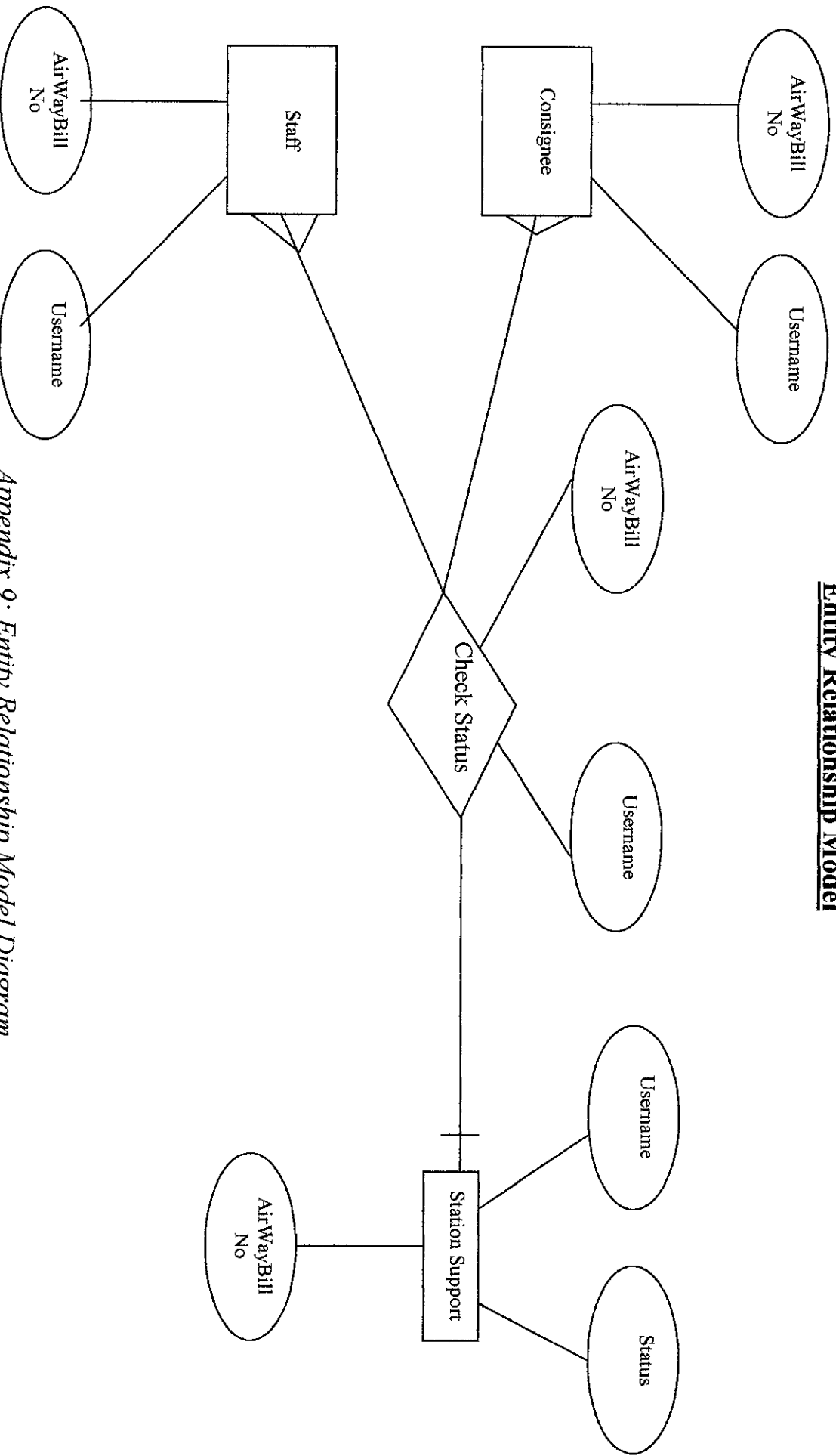
Appendix 9: Entity Relationship Model Diagram

APPENDIX 10

The Coding

Log In Screen

Shipment Tracking

Username

Password

Login

- About Us
- Products & Services
- Technology
- Fleet & ULD
- Press & Events
- Full Index
- Going Beyonds

★ Multimedia

★ Contact Us

About Us

We at FYP Cargo believe our large network, strategic alliances and fleet of sophisticated aircraft make us the ultimate air freight transport choice.

You can count on us as your partner in international trade. Because when it comes to moving the world, we've got what it takes.Reaches its destination sooner.

Product Range

Having a variety of products gives us the flexibility to meet the needs of individual shippers, freight forwarders, local firms and multinational corporations alike.

legal notice | privacy | site map | about the site

Coding

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<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-Transitional.dtd">

<html>
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                <script src="script/standard.js"></script>
                <script type=text/javascript>
                        function Validate() { if (document.all.newpwd.curpassword.value=='') { if
(document.all.newpwd.newpassword.value==''||document.all.newpwd.newpassword.value==null) alert('Please insert the new
password'); else document.all.newpwd.submit(); } else alert('Password doesn\'t match'); }
                </script>



                <style>
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                                             font-family:verdana;
                                             font-size:10px;

                                    }
                        input       {

                                             font-family:verdana;
                                             font-size:10px;

                                    }
                </style>
                <title>Shipment Tracking</title>
        </head>
        <body topmargin=0 leftmargin=0>
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                                <td background="images/side.jpg" width=20></td>
                        </tr>
                        <tr>
                                <td>
                        <!- LOGIN MENU -------------------------------------------------------------------------------------->

                                <table border=0 cellpadding=10>
                                <tr><td style="border-right:dashed 1px gray" width=150 bgcolor=#f5f5f5>
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                                <bR>
                                Username<br>
                                <input type=text name=username size=20 value='' ><br><br>


                                        Password<br>
                                        <input type=password name=password size=20><br><br>
                                        <input type=submit value="Login"><br><br>

                                </form>
                                <hr>
                                <br>


                        <!- MENU LINKS --------------------------------------------------------------------------------------->

                                <img src="images/detail.gif" align=absmiddle> About Us<br><br>
                                <img src="images/detail.gif" align=absmiddle> Products & Services<br><br>
                                <img src="images/detail.gif" align=absmiddle> Technology<bR><br>
                                <img src="images/detail.gif" align=absmiddle> Fleet & ULD<br><br>
                                <img src="images/detail.gif" align=absmiddle> Press & Events<br><br>
                                <img src="images/detail.gif" align=absmiddle> Full Index<bR><br>
                                <img src="images/detail.gif" align=absmiddle> Going Beyonds<br><br>
                                <hr style="border:dashed 2px #cccccc">
                                <br>
                                <img src="images/top.gif" align=absmiddle> Multimedia<bR><br>
                                <img src="images/top.gif" align=absmiddle> Contact Us<br><br>

                                </td></tR></table>
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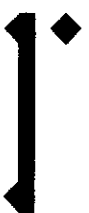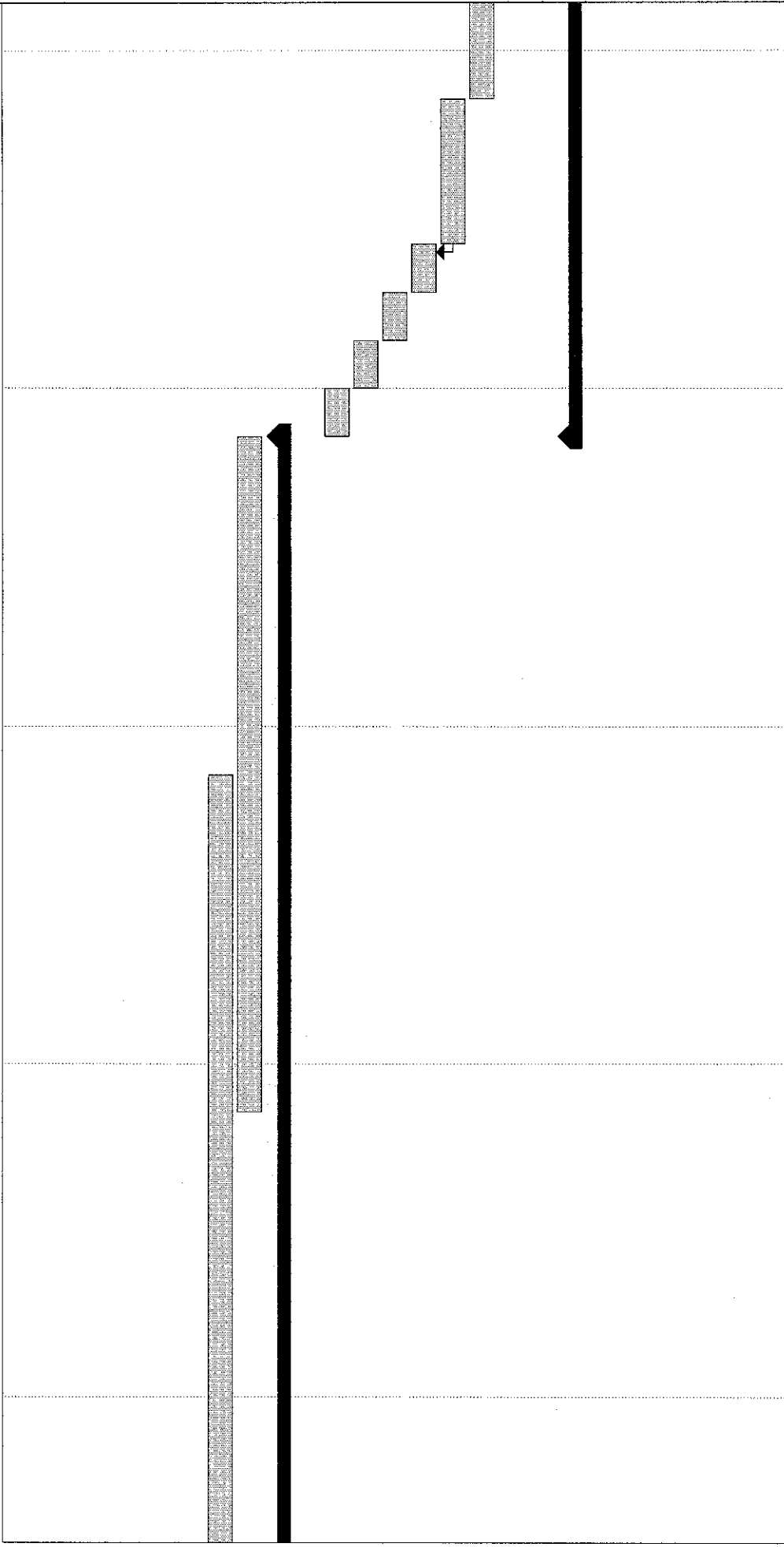
```
                            </td>
                            <td width=500 style="border-right:dashed 1px gray" valign=top><br>

                            </td>
                            <td background="images/side.jpg"></td>
                    </tr>
                    <tr bgcolor=#99CCFF height=20>
                            <td colspan=2 align=right>legal notice | privacy | site map | about the site  </td>
                            <td background="images/side.jpg" width=20>
                            </td>
                    </tR>
            </table>
            <br><br>
            <div style='position:absolute;top:261px;left:243px'><font color=white size=10><b>Shipment
Tracking</b></font></div>

            </body>
</html>
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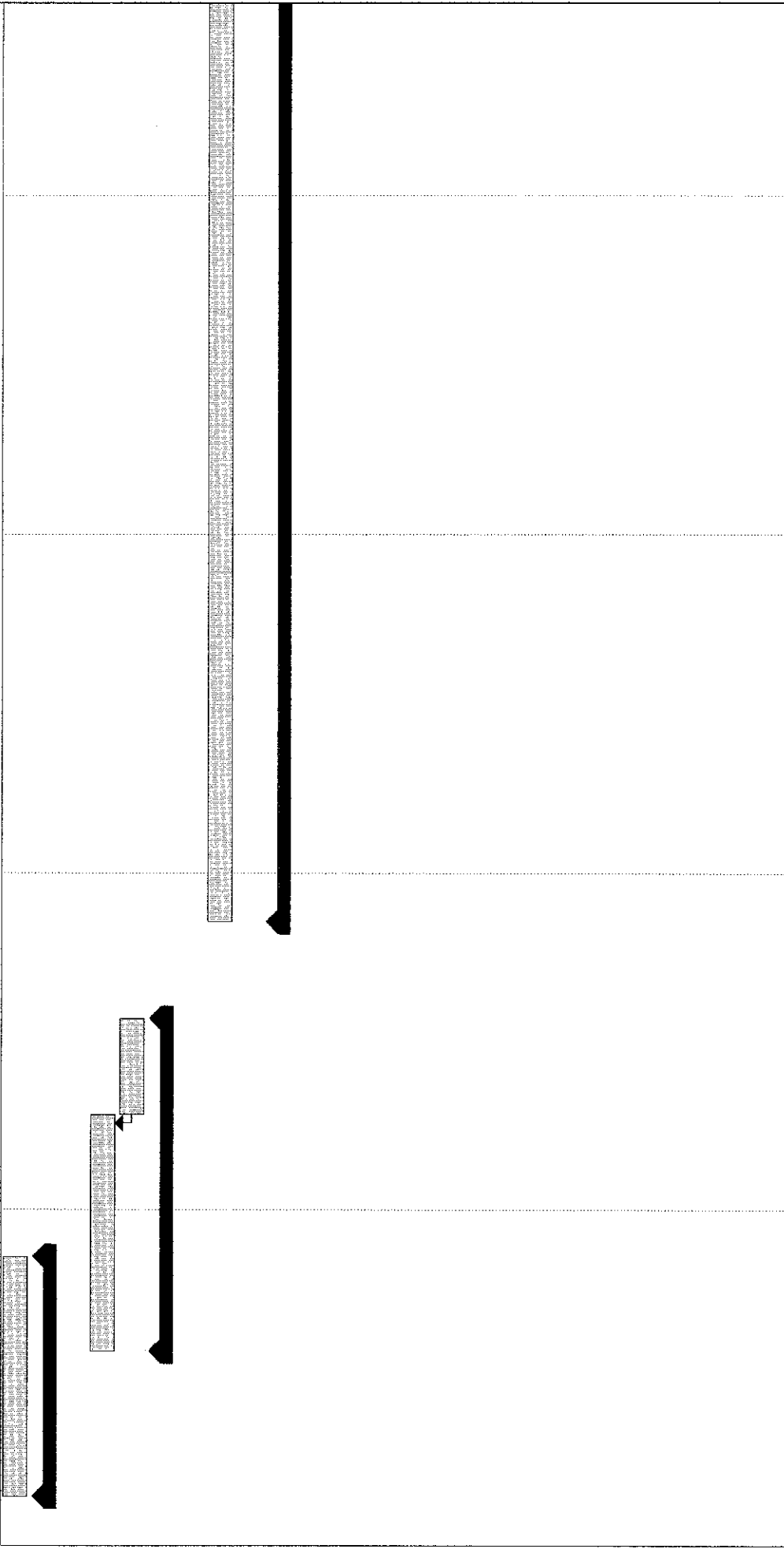
Customer Tracking Status Screen

Shipment Tracking

Tracking Shipment

Shipment Information

Bill No.	232 - 11111113
Shipname	MH002
Current Location	LHR
Status	Landing
Departure Time	2130
Departure Location	LHR
Arrival Time	0830
Arrival Location	KUL
Description	Dly due to fog

Data updated on
Data requested on Thursday, October 21, 2004 10:16:00 AM

Home Back

Coding

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"http://www.w3.org/TR/xhtml1/DTD/xhtml1-Transitional.dtd">

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    <head>
        <script src="script/standard.js"></script>
        <script>
            function Open(id) {
                    id.style.visibility = 'visible';
                    id.style.position = 'fixed';
            }
            function Close(id) {
                    id.style.visibility = 'hidden';
                    id.style.position = 'absolute';
            }
        </script>




        <style>
            body        {           background-color:white;
                                    font-family:verdana;
                                    font-size:10px;

                        }
            textarea,input          {
                                    font-family:verdana;
                                    font-size:10px;

                        }

        </style>
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    </head>
    <body topmargin=0 leftmargin=0>
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                <td background="images/side.jpg" width=20></td>
            </tr>
            <tr>
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                        <bR>
                        Username<br>
                        <input type=text name=username size=20 value='customer' disabled ><br><br>


                        <img src="images/profile.gif" align=absmiddle>
        <a href="default.asp?action=modifypassword">Modify Password</a><br>
        <br>
                        <img src="images/detail.gif" align=absmiddle>
                        <ahref="default.asp?action=logout">Logout</a><br>

                        </form>
                        <hr>
                        <br>
```
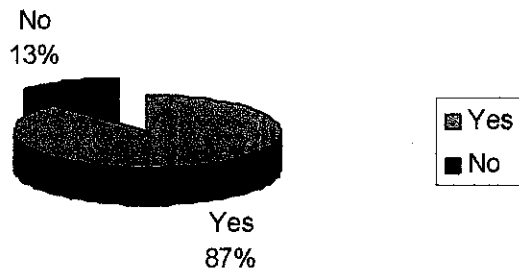
<!- MENU LINKS --->

<img src="images/print.gif" align=absmiddle> Track Shipment

<img src="images/print.gif" align=absmiddle> Flight Schedule

<img src="images/print.gif" align=absmiddle> Performance Inidicator

<hr style="border:dashed 2px #cccccc">

<img src="images/detail.gif" align=absmiddle> About Us

<img src="images/detail.gif" align=absmiddle> Products & Services

<img src="images/detail.gif" align=absmiddle> Technology

<img src="images/detail.gif" align=absmiddle> Fleet & ULD

<img src="images/detail.gif" align=absmiddle> Press & Events

<img src="images/detail.gif" align=absmiddle> Full Index

<img src="images/detail.gif" align=absmiddle> Going Beyonds

<hr style="border:dashed 2px #cccccc">

<img src="images/top.gif" align=absmiddle> Multimedia

<img src="images/top.gif" align=absmiddle> Contact Us

</td></tR></table>
</td>
<td size=500 width= 500 align=left valign=top>

Tracking Shipment
Shipment Information

<table border=1 cellpadding=3 cellspacing=0>

<tr><td width=200>Bill No.</td>   <td valign=top width=500>232 - 11111113</td></tr>

<tr><td>Shipname</td> <td valign=top>MH002</td></tr>
<tr><td>Current Location</td> <td valign=top>LHR</td></tr>
<tr><td>Status</td>   <tdalign=top>Landing</td></tr>
<tr><td>Departure Time</td>   <td valign=top>2130</td></tr>
<tr><td>Departure Location</td><td align=top>LHR</td></tr>
<tr><td>Arrival Time</td>   <td valign=top>0830</td></tr>
<tr><td>Arrival Location</td> <td valign=top>KUL</td></tr>
<tr><td>Description</td>   <td valign=top>Dly due to fog</td></tr>
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Data updated on
Data requested on Tuesday, November 02, 2004 1:59:09 AM

Home Back

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<td colspan=2 align=right>legal notice | privacy | site map | about the site </td>
<td background="images/side.jpg" width=20>
</td>
</tR>
</table>

<div style='position:absolute;top:261px;left:243px'>Shipment Tracking</div>

</body>
</html>

Administrator Tracking Status Screen

Shipment Tracking

Tracking Shipment

Shipment Query

Enter your Air Way Bill number

232 -

Tracking Shipment

New Shipment Data

Shipname

Current Location

Status

Departure Time

Departure Location

Arrival Time

Arrival Location

Description

Reset   Inser new data

Coding

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<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-Transitional.dtd">

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                <script src="script/standard.js"></script>
                <script>
                        function Open(id) {
                                id.style.visibility = 'visible';
                                id.style.position = 'fixed';
                        }
                        function Close(id) {
                                id.style.visibility = 'hidden';
                                id.style.position = 'absolute';
                        }
                </script>


                <style>
                        body        {        background-color:white;
                                             font-family:verdana;
                                             font-size:10px;
                                    }
                        textarea,input        {
                                             font-family:verdana;
                                             font-size:10px;
                                    }

                </style>
                <title>Shipment Tracking</title>
        </head>
        <body topmargin=0 leftmargin=0>
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                                <td background="images/side.jpg" width=20></td>
                        </tr>
                        <tr>
                                <td valign=top>
                <! - LOGIN MENU --------------------------------------------------------------------------->


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                                             <bR>
                                             Username<br>
                                             <input type=text name=username size=20 value='admin' disabled ><br><br>


                                             <img src="images/profile.gif" align=absmiddle>
                                             <a href="default.asp?action=modifypassword">Modify Password</a><br>
                                             <br>
                                             <img src="images/detail.gif" align=absmiddle>
                                             <a href="default.asp?action=logout">Logout</a><br>

                                             </form>
                                             <hr>
                                             <br>


                <!- MENU LINKS --------------------------------------------------------------------------->


                                             <img src="images/profile.gif" align=absmiddle>
                        <a href="tracking.asp?action=edit">Edit Data</a><br><br>

<img src="images/print.gif" align=absmiddle> <a href="tracking.asp">Track Shipment</a><br><br>
```

```html
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<img src="images/print.gif" align=absmiddle> Performance Inidicator<bR><br>
<hr style="border:dashed 2px #cccccc">
<br>

<img src="images/detail.gif" align=absmiddle> About Us<br><br>
<img src="images/detail.gif" align=absmiddle> Products & Services<br><br>
<img src="images/detail.gif" align=absmiddle> Technology<bR><br>
<img src="images/detail.gif" align=absmiddle> Fleet & ULD<br><br>
<img src="images/detail.gif" align=absmiddle> Press & Events<br><br>
<img src="images/detail.gif" align=absmiddle> Full Index<bR><br>
<img src="images/detail.gif" align=absmiddle> Going Beyonds<br><br>
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<img src="images/top.gif" align=absmiddle> Multimedia<bR><br>
<img src="images/top.gif" align=absmiddle> Contact Us<br><br>

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</td>
<td size=500 width= 500 align=left valign=top>
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<b>Shipment Information</b><br>


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<tr><td>Shipname</td><td valign=top>MH002</td></tr>
<tr><td>Current Location</td>   <td valign=top>LHR</td></tr>
<tr><td>Status</td>   <td valign=top>Landing</td></tr>
<tr><td>Departure Time</td>     <td valign=top>2130</td></tr>
<tr><td>Departure Location</td><td valign=top>LHR</td></tr>
<tr><td>Arrival Time</td>          <td valign=top>0830</td></tr>
<tr><td>Arrival Location</td>    <td valign=top>KUL</td></tr>
<tr><td>Description</td><td valign=top>Dly due to fog</td></tr>
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Data updated on <br>
Data requested on Tuesday, November 02, 2004 2:07:22 AM
</font>
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<a href=tracking.asp>Back</a>

<hr><br><font size=5 color=cccccc>Tracking Shipment</font><br>
<b>New Shipment Data</b><br><br>
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<tr><td width=3></td><td width=150>Current Location</td><td style="border-left:dashed #cccccc 1px">
<input name='currentlocation' type=text value=" size=50></td></tr>

<tr><td width=3></td><td width=150>Status</td><td style="border-left:dashed #cccccc 1px">
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<tr><td width=3></td><td width=150>Departure Time</td><td style="border-left:dashed #cccccc 1px">
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<tr><td width=3></td><td width=150>Departure Location</td>
<td style="border-left:dashed #cccccc 1px"><input name='departureloc' type=text value=" size=50></td></tr>
<tr><td width=3></td><td width=150>Arrival Time</td><td style="border-left:dashed #cccccc 1px">
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<tr><td width=3></td><td width=150>Arrival Location</td><td style="border-left:dashed #cccccc 1px">
<input name='arriveloc' type=text value=" size=50></td></tr>

<tr><td width=3></td><td width=150 valign=top>Description</td><td style="border-left:dashed #cccccc 1px">
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<tR><td style="border-top:dashed #cccccc 1px" colspan=3 align=right><input type=reset value="Reset">
<input type=submit value="Inser new data"></tD></tr>
```

```
</table>
<input type=hidden name=billno value=11111117>
</form>
<a href="default.asp">Home</a>  <a href="#top">Top</a><br> <br>
     <hr border=0 style="border:dashed gray" size=1><br><font size=5 color=cccccc>Tracking Shipment</font><br>
<b>Edit Shipment Data</b><br><br><br> <table border=0 cellpadding=5><tr><td width=55 valign=top>Bill No.</td>
<td width=192 valign=top>Shipname</td><td  valign=top>Description</td></tr></table><hr style='border:solid red'>
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<td width=65>11111113</td><td width=200><a href="javascript:Open(document.all.data0)">MH002</td>
<td>Dly due to fog</td></tr></table>
<div id="data0" style='visibility:hidden;position:absolute;margin-left:10px'>
                                          <form name="edit0" action="tracking.asp?action=postedit" method="post">

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<td style="border-left:dashed #cccccc 1px"> <input name='currentlocation' type=text value='LHR' size=50></td></tr>
<tr><td width=3></td><td width=150>Status</td><td style="border-left:dashed #cccccc 1px">
<input name='arrivedstatus' type=text value='Landing' size=50></td></tr>
<tr><td width=3></td><td width=150>Departure Time</td><td style="border-left:dashed #cccccc 1px">
<input name='departuretime' type=text value='2130' size=50></td></tr>
<tr><td width=3></td><td width=150>Departure Location</td><td style="border-left:dashed #cccccc 1px">
<input name='departureloc' type=text value='LHR' size=50></td></tr>
<tr><td width=3></td><td width=150>Arrival Time</td><td style="border-left:dashed #cccccc 1px">
<input name='arrivetime' type=text value='0830' size=50></td></tr>
<tr><td width=3></td><td width=150>Arrival Location</td><td style="border-left:dashed #cccccc 1px">
<input name='arriveloc' type=text value='KUL' size=50></td></tr>
<tr><td width=3></td><td width=150 valign=top>Description</td><td style="border-left:dashed #cccccc 1px">
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</table><br>
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'tracking.asp?action=delete&id=15'">Delete</a>  <a href="javascript:document.all.edit0.submit();">Submit Changes</a>
 <ahref="javascript:Close(document.all.data0)">Close</a></b>        &nbs
p; </div>
<input type=hidden name=id value='1'>
</form>
</div><hr style='border-bottom:dashed 2px red'></div></td></tR>  <tr>
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<a href="javascript:Open(document.all.data1)">MH6161</td><td>Arrive on time</td></tr></table>
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<tr><td width=3></td><td width=150>Status</td><td style="border-left:dashed #cccccc 1px">
<input name='arrivedstatus' type=text value='LANDING' size=50></td></tr>
<tr><td width=3></td><td width=150>Departure Time</td><td style="border-left:dashed #cccccc 1px">
<input name='departuretime' type=text value='0645' size=50></td></tr>
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<input name='departureloc' type=text value='PVG' size=50></td></tr>
<tr><td width=3></td><td width=150>Arrival Time</td><td style="border-left:dashed #cccccc 1px">
<input name='arrivetime' type=text value='1305' size=50></td></tr>
<tr><td width=3></td><td width=150>Arrival Location</td><td style="border-left:dashed #cccccc 1px">
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<tr><td width=3></td><td width=150 valign=top>Description</td><td style="border-left:dashed #cccccc 1px">
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</table><br>
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 <a
href="javascript:Close(document.all.data1)">Close</a></b>          
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<a href="javascript:Open(document.all.data2)">MH6161</td><td>Arrive on time</td></tr></table>
<div id="data2" style='visibility:hidden;position:absolute;margin-left:10px'>
<form name="edit2" action="tracking.asp?action=postedit" method="post">
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<tr><td width=3></td><td width=150>Status</td><td style="border-left:dashed #cccccc 1px">
<input name='arrivedstatus' type=text value='LANDING' size=50></td></tr>
<tr><td width=3></td><td width=150>Departure Time</td><td style="border-left:dashed #cccccc 1px">
<input name='departuretime' type=text value='0645' size=50></td></tr>
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<tr><td width=3></td><td width=150>Arrival Time</td><td style="border-left:dashed #cccccc 1px">
<input name='arrivetime' type=text value='1305' size=50></td></tr>
<tr><td width=3></td><td width=150>Arrival Location</td><td style="border-left:dashed #cccccc 1px">
<input name='arriveloc' type=text value='KUL' size=50></td></tr>
<tr><td width=3></td><td width=150 valign=top>Description</td><td style="border-left:dashed #cccccc 1px">
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</table><br>
<div align=right><b><a href="javascript:if (confirm('Are sure want to delete this shipment data ?')) location.href =
'tracking.asp?action=delete&id=17'">Delete</a>  <a href="javascript:document.all.edit2.submit();">Submit Changes</a>
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href="javascript:Close(document.all.data2)">Close</a></b>          
</div>
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<a href="javascript:Open(document.all.data3)">MH6127</td><td>Delayed</td></tr></table>
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<tr><td width=3></td><td width=150>Status</td><td style="border-left:dashed #cccccc 1px">
<input name='arrivedstatus' type=text value='Delayed' size=50></td></tr>
<tr><td width=3></td><td width=150>Departure Time</td><td style="border-left:dashed #cccccc 1px">
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<tr><td width=3></td><td width=150>Arrival Time</td><td style="border-left:dashed #cccccc 1px">
<input name='arrivetime' type=text value='1705' size=50></td></tr>
<tr><td width=3></td><td width=150>Arrival Location</td><td style="border-left:dashed #cccccc 1px">
<input name='arriveloc' type=text value='KUL' size=50></td></tr>
<tr><td width=3></td><td width=150 valign=top>Description</td><td style="border-left:dashed #cccccc 1px">
<textarea name='description' cols=49 rows=3>Delayed</textarea></td></tr>
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'tracking.asp?action=delete&id=18'">Delete</a>  <a href="javascript:document.all.edit3.submit();">Submit Changes</a>
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href="javascript:Close(document.all.data3)">Close</a></b>          
</div>
<input type=hidden name=id value='4'>
</form>
</div><hr style='border-bottom:dashed 2px red'></div></td></tR>  </table>
<br> <a href="default.asp">Home</a>  <a href="#top">Top</a><br>  <br><hr border=0 style="border:dashed gray"
size=1><br>




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Tracking</b></font></div>


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