CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Delivering and receiving of mails is a routine activity happened in any organizational and institutional body. The movement of mail is always recorded manually to ensure the record is available for reference in the future. With the existence of such records, it can prove that certain or a particular mail had been received. The record of receivable mails is made by jotting down its date, title of the mail, and the name of the receiver or recipient.

This Mail Management System is a Web Based System which is accessible through online. There are two types of users which is the administrator role hold by the mailing staff of the mailing Department and other staffs. The user of this system are able to records mails information in a single database. For each different roles of user, there are several difference task that can be accomplished.

For staff, they are restricted to viewing and searching of information such as their own mails record and notification messages for them. This system also allows the modification of staff account information. While for the administrator role, they are able to edit, search, delete records, and notify staff about the mails received. Apart from that, they are also able to view report of mail types received by the company. For security purposes, the system will require login username and password authentication before entering the system.
1.2 PROBLEM STATEMENT

Records of mail movement are made manually simply by noting it in the records book. However, this method is not suitable and outdated as it creates problems later such as difficulties in finding older records and understanding the unique handwriting. The possibility of losing track of records and the inability to deliver mail to the correct person is very high. Besides that, it is slower to hand over mail to the receiver as it consumes quite a lot of time to call each staff individually to pick up their mail and post items. Apart from that, it is difficult to sort and find mail placed in a small HR office, which also made the room crowded. With the development of this system, finding of records and confirmation of mail receipt can be made easily. Besides that, with the notification function available, user can be alerted once they login into the system.
1.3 OBJECTIVE

The objective of this thesis report is as follows:

i. To study and analyse mail system at IBS Technology.

ii. To develop a systematic mail system

iii. To test the system according to user requirement

1.4 SCOPE

The scope of Mail Management System is as follows:

i. Develop to be used within an organization.

ii. This system will be used by two user which are Mailing Department and Staff.

iii. The system records movements of letter and post items into the organization.

iv. Notify staff regarding mails received.

v. Produce report about mail types and mails status.