

## **MOVING TRUCK SERVICE APPLICATION**



**UNIVERSITI TEKNIKAL MALAYSIA MELAKA**

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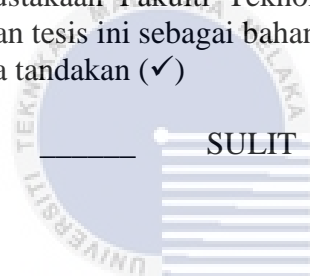
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## MOVING TRUCK SERVICE APPLICATION

NUR AFIQAH BINTI MD NASIR



This report is submitted in partial fulfillment of the requirements for the Bachelor of Computer Science (Software Development) with Honours.

UNIVERSITI TEKNIKAL MALAYSIA MELAKA

FACULTY OF INFORMATION AND COMMUNICATION TECHNOLOGY  
UNIVERSITI TEKNIKAL MALAYSIA MELAKA

2021

**DECLARATION**

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## DEDICATION

My dissertation is dedicated to my beloved parents, Md Nasir Bin Md Isa and Jamaliah Binti Abdul Majid, whose words of encouragement and strive for tenacity ring in my ears, deserve special thanks. My deepest dedication also goes to my final year project supervisor, Ts. Azlianor Binti Abdul Aziz, who have guided me to finish my final year project and have given opportunity and trust me to complete this project. This dissertation is also dedicated to my friends, who have been extremely helpful in completing this assignment. Last but not least, I want to dedicate this system to all of the Faculty of Information and Communication Technology's students and lecturers.

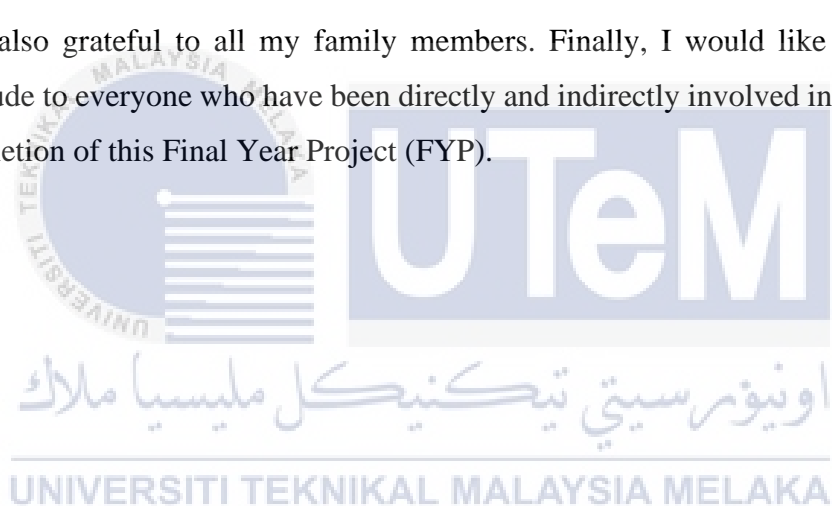


## ACKNOWLEDGEMENTS

I would like to express my appreciation to my supervisor, Ts. Azlianor Binti Abdul Aziz for his guidance, advice, motivation and knowledge shared to me throughout my journey in this research project. Without his continued moral support and concern, this thesis would not have been presented here.

My sincere appreciation to my fellow colleagues from Bachelor of Computer Science (Software Development) for all the ups and downs we have been through all these semesters.

I am also grateful to all my family members. Finally, I would like to extend my gratitude to everyone who have been directly and indirectly involved in the successful completion of this Final Year Project (FYP).



## ABSTRACT

Moving Truck Service Application (MTSA) is a mobile application that integrated with web-based application. For mobile application, there are have two users, who are customer and vendor. Users must register beforehand and login to the system to make a request for the moving truck service. The vendor of the truck service can view and accept the job that has been requested by the customer. While in web-based application, admin need to approve the vendor verification to access the mobile application which is after company register into the system and view the company data with the successfully location that they done the job. This system solved the problem that faced most citizen in finding the moving truck service to help move many items in one period from one location to another location and the company of moving truck service did not have any platform or channel to get the customers to use their services. To overcome these problems, MTSA has been designed to ease people to request the job in their mobile phone to transferring their belongings from one place to another. This system has been developed step by step to get the prefect performance. Rapid Application Deployment (RAD) Technique is used to complete this system. MTSA able to make people's lives easier, and they will not have to worry about finding a moving truck service. Next, MTSA allow moving truck companies to advertise their services on the market.

## ABSTRAK

MTSA adalah aplikasi mudah alih yang disatukan dengan aplikasi berasaskan web. Untuk aplikasi mudah alih, terdapat dua pengguna, iaitu pelanggan dan penjual perkhidmatan. Pengguna mesti mendaftar terlebih dahulu dan log masuk ke sistem untuk membuat permintaan perkhidmatan trak berpindah. Penjual perkhidmatan trak dapat melihat dan menerima tempahan trak yang telah diminta oleh pelanggan. Untuk aplikasi berasaskan laman sesawang pula, admin harus memberi verifikasi kepada penjual perkhidmatan untuk mengakses aplikasi mudah alih kepada penjual perkhidmatan yang telah mendaftar ke sistem dan melihat data penjual perkhidmatan bersama lokasi yang pelanggan yang telah selesai. Sistem ini menyelesaikan masalah yang dihadapi oleh kebanyakan masyarakat dalam mencari perkhidmatan trak berpindah untuk membantu memindahkan banyak barang dalam satu tempoh dari satu lokasi ke lokasi lain dan syarikat perkhidmatan trak berpindah tidak mempunyai saluran untuk membuat pelanggan menggunakan perkhidmatan. Untuk mengatasi masalah ini, MTSA telah dibina untuk memudahkan masyarakat untuk membuat permintaan perkhidmatan dari telefon bimbit mereka untuk memindahkan barang-barang mereka dari satu tempat ke tempat lain. Sistem ini telah dikembangkan langkah demi langkah untuk mendapatkan prestasi yang bagus. Teknik Rapid Application Deployment (RAD) digunakan untuk menyelesaikan sistem ini. MTSA dapat menjadikan kehidupan orang lebih mudah, dan mereka tidak perlu risau untuk mencari perkhidmatan trak berpindah. Seterusnya, MTSA membenarkan syarikat trak berpindah untuk mengiklankan perkhidmatan mereka di pasaran.



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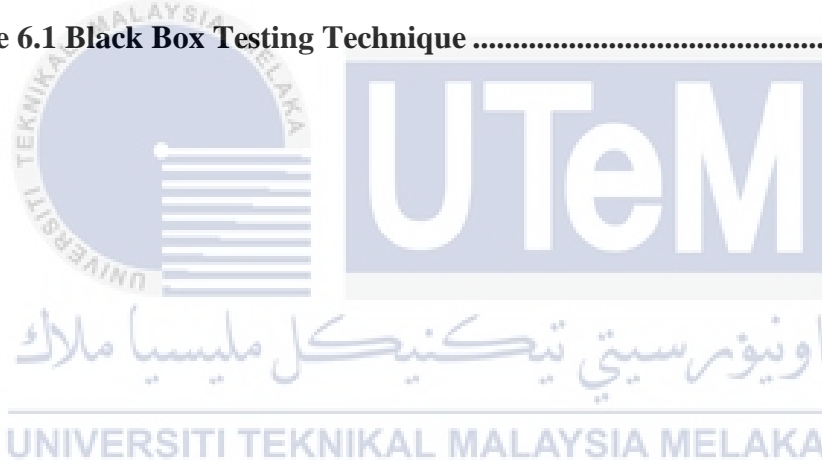
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## LIST OF ABBREVIATIONS

<b>MTSA</b>	-	<b>Moving Truck Service Application</b>
<b>UTeM</b>	-	<b>Universiti Teknikal Malaysia Melaka</b>
<b>FYP</b>	-	<b>Final Year Project</b>
<b>PHP</b>	-	<b>Hypertext Preprocessor</b>
<b>HTML</b>	-	<b>Hypertext Markup Language</b>
<b>CSS</b>	-	<b>Cascading Style Sheets</b>
<b>SCM</b>	-	<b>Software Configuration Management</b>
<b>SQL</b>	-	<b>Structured Query Language</b>
<b>SUT</b>	-	<b>System Under Test</b>
<b>ERD</b>	-	<b>Entity Relationship Diagram</b>

اونيورسيتي تيكنيكل مليسيا ملاك

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## CHAPTER 1: INTRODUCTION

This thesis about the system called Moving Truck Service Application. This chapter will discuss about introduction of the project, problem statements of this project, project objectives, scope of work, module to be developed, project significance and expected outcome for this system.

### 1.1 Introduction

Moving Truck Service Application (MTSA) is a mobile application that integrated with web-based application. For mobile application, there are two users, which are customer and vendor. User must register beforehand and login to the system to make a request for the moving truck service. The vendor of the truck service can view and accept the job that has been requested by the customer. While in web-based application, admin need to approve the vendor verification to access the mobile application (after company register into the system) and view the company data with the successfully location that they done the job.

The existing application that can relate with this system is online delivery tracking system and parcel delivery services. These two systems are the main system as a reference to build the MTSA. Online delivery tracking system allow users to choose between ordering from restaurants or from a mess. The same application can also be used by developers as a start-up company. It provides sufficient input to users, because if an error occurs, a feedback dialog will be shown to the users. The suggested scheme is intended to prevent people from making fatal mistakes or taking unacceptable actions. The new system's scope is justifiable since a vast number of residents are relocating to various areas, allowing a broader variety of people to benefit from it. The users can provide feedback to the interface.

For parcel delivery services, user can track their parcel using tracking number given by the courier services. Users can know every location and action taken by the courier service to make the users know the location of their parcel. This tracking is very important to both side which is users and courier company. Both the sender and the receivers will watch their messages in real time. Our well-trained drivers and drivers manage all packages. With multi-stop deliveries, this application can deliver to multiple locations at once. Upon completion, the recipient therefore receives confirmation of delivery.

## 1.2 Problem Statement(s)

The problem statement that leads to the idea in proposing both application systems are due to that most citizen faced the difficulty in finding the moving truck service to help move many items in one period from one location to another location. It can more difficult when they do not have any contact number of moving truck service at the time they need the service. Moreover, the company of moving truck service did not have any platform or channel to get the customers to use their services. It's definitely affected company sales performance and marketing process to make people know their services.

As a result, this mobile application is designed to help people overcome their problems with transferring their belongings from one place to another. Truck service companies are scrambling to come up with the best way to present and offer their services to customers who are looking for moving truck services.

Marketing is described by many experts as a set of tactics, methods and studies aimed at improving a product or service by determining the best way to display and sell it. But, in general, the moving truck services provider will face difficulties or issues in regard to marketing. They do not really know how to describe the value of the service they're trying to sell. Thus, their corporate operations will slow down, undermining economic development.

### 1.3 Objective

This project embarks on the following objectives:

1. To create a system that can minimalize the effort of the people to find the moving truck service.
2. To develop a mobile application that allows user to request moving truck service from the company.
3. To make recommendations in terms of based on the service provided by the moving truck company.

### 1.4 Scopes

The aim of the Moving Truck Service Application's is to provide customers with a moving truck service so they can move their belongings to a new location. Since the application is managed on the same platform, system administrators can easily handle all of the data. The project is proposed to be introduced as a smartphone application for customer and vendors, as well as a web application for administrators to maintain the whole system.

#### 1.4.1 Module developed

The first module for MTSA is customer and vendor module. Customer and vendor need to register, login and logout to the system. Customer can recover their password by using the link given by the development team of MTSA on their email. Customer also can update their profile on customer's profile page. Customer also can top-up and make a payment from their e-wallet.

Then, service module is the one of the important modules in MTSA. Customer can request truck service by selecting the place to pick up on build-in-map. It will enable customer to request the truck service. After that, customer need wait the response from the vendor. Vendor can find the services based on customer's request. After that, vendor can accept the request and wait until the payment is done by the customers.

Tracking Module is the features added in MTSA that can ease the truck driver track the customer's location using built-in-map in the vendor's mobile application. Truck driver will follow the track that provide by built-in-map in the customer's mobile application.

Payment Module in MTSA can make the payment method for the service easier than other. This module enable customer to pay the transportation services cost by online transfer. Customers need to pay upfront before vendor send the truck.

#### **1.4.2 Target users**

There are three users in MTSA. Customer need this service application to make easier to contact the moving truck service vendor if they want. Then, vendor will be easy to get the customers and boost the vendor's sales. Last but not least, admin will verify the vendor that have register with this application. Admin can view the job that has been completed by the vendor.

#### **1.5 Project Significance**

MTSA provides users moving truck services that is easy to use and can be accessed at any time and from any place. Furthermore, MTSA offers a mobile application that helps the moving truck business to communicate with their customers in an efficient manner. This project has the potential to replace the manual process with a computerized system.

#### **1.6 Expected Output**

MTSA able to make people's lives easier, and they will not have to worry about finding a moving truck service. Next, MTSA would allow moving truck companies to advertise their services on the market.

This application is mostly can used by all people, and they can access it by simply downloading the apps into their smartphones. Developers worked on a web-based framework that allows administrators to log in to the application to verified vendors. Thus, vendor can used MTSA to accept the job request from the customer.

This, there are two developments introduced which are a mobile application and a web-based application.

## 1.7 Conclusion

Customers can save time and energy by using the Moving Truck Service Application, which offers moving truck service to them. It also offers moving truck companies the ability to advertise their services to customers. Furthermore, since the company application is a computerized system, it can be used to replace the manual process, reducing the amount of paper used and reducing human error. Last but not least, the Moving Truck Service Application is web-based and mobile-app based, allowing customers to access it from anywhere at any time using only the internet.



## **CHAPTER 2: LITERATURE REVIEW AND PROJECT METHODOLOGY**

### **2.1 Introduction**

In this chapter, a review of academic sources that offer an outline of a specific subject, as well as previous related initiatives, is explored in order to create a Moving Truck Service Application. Furthermore, the procedure for conducting literature analysis is explored. The primary goal of the research is to evaluate the software creation tool and technologies that will be used to build the Moving Truck Service Application. The information obtained in this segment would then be used as a guide to assess the project's progress in order to construct a useful Moving Truck Service Application.

This chapter would include reviews of the literature on two existing applications that are applicable to the project's domain. Furthermore, methodology is the overall research plan that outlines how this project will be carried out, will be addressed further, as will activities at each point. Research is a methodical, rigorous, data-driven, critical, and analytical empirical investigation into a particular issue with the aim of seeking solutions. The study provides the necessary data for managers to make well-informed decisions in order to effectively address the issue.