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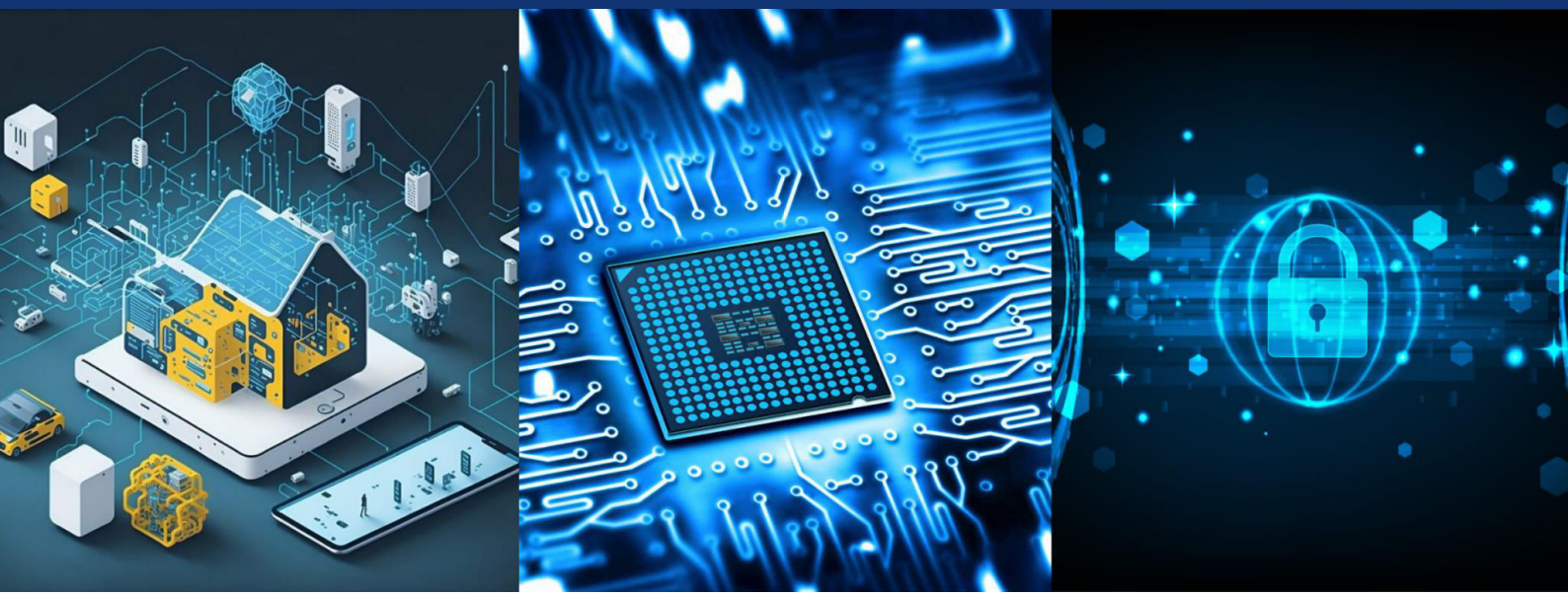

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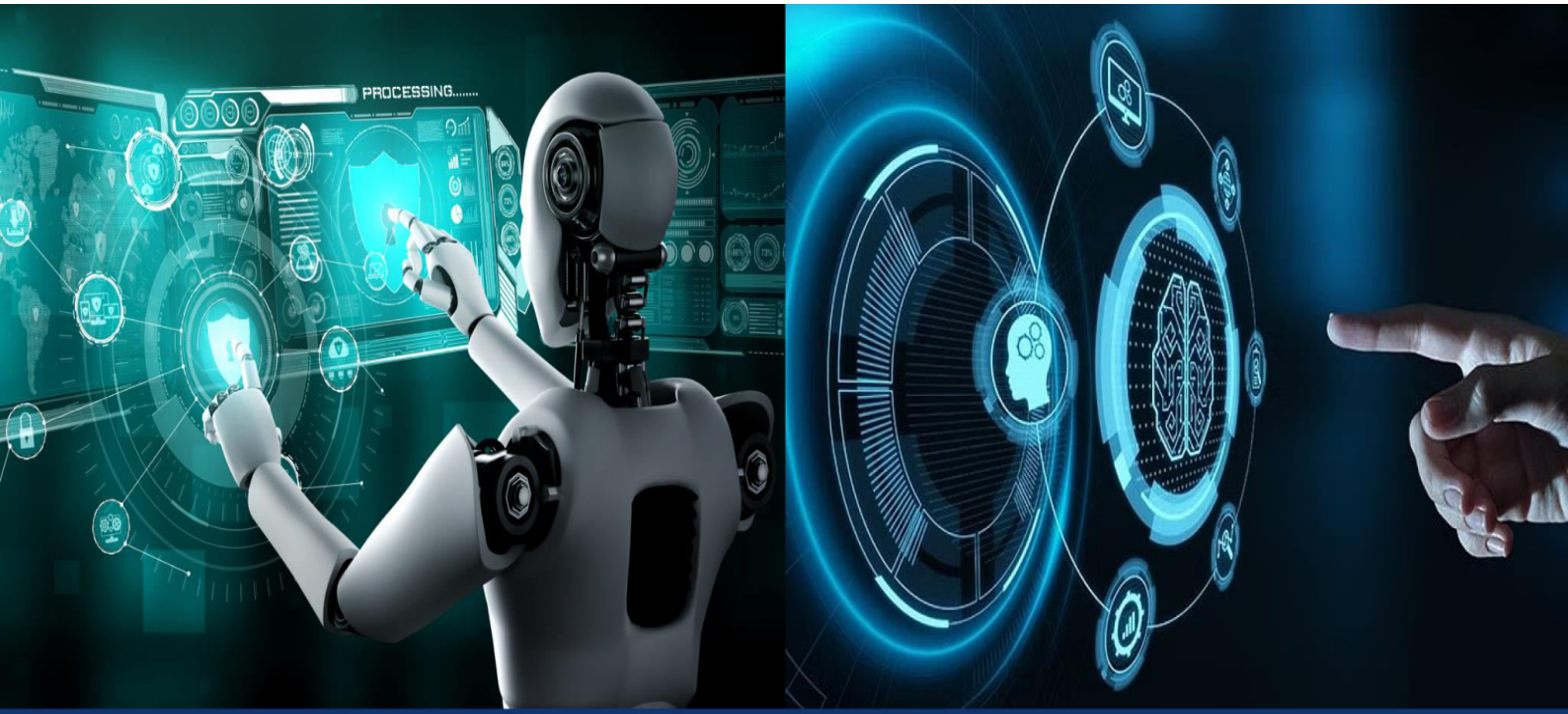

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Trazona Trucks

Megh Patel[1], Kinnar Padariya[2], Sujal Patoliya[3], Dr.Yassir Farooqui[4], Aruneshpratap Singh[5], Salman Buddha[6]

Department of Computer Science & Engineering, Parul University, Vadodara, Gujarat, India[1,2,3]

Mentor, Assistant Professor, Department of Computer Science & Engineering, Parul University, Vadodara, Gujarat, India[4,5,6]

ABSTRACT: The project leverages advanced technologies to provide a seamless and efficient transportation experience. It includes user registration, a robust order management system, and real-time tracking of shipments. Intelligent route optimization enhances delivery efficiency, while secure payment options ensure a hassle-free transaction process. Personalized user experiences are enabled through data-driven insights, and user ratings and reviews foster trust and reliability. user profile system allows for tailored interactions, and the application is optimized for various devices and screen sizes to ensure high performance and usability.

The transportation application is built using Flutter for a responsive and seamless user interface, MongoDB for scalable database management, and Firebase for authentication and real-time tracking. It includes user authentication, an efficient order management system, and real-time shipment tracking. Additionally, intelligent route optimization, secure payment integration, and user ratings enhance transportation experience.

KEYWORDS: The internship project focuses on developing an innovative transportation application using Flutter, Firebase, and MongoDB. It follows a structured development approach, including requirements analysis, UI/UX design, and backend implementation.

I. INTRODUCTION

A. Background and Motivation

Trazona Trucks' transportation management system plays a critical role in ensuring smooth and efficient logistics operations. Traditional truck management systems rely on manual scheduling, static route planning, and paper-based logs, leading to delays, inefficient resource allocation, and a lack of real-time information. The need for digitized, automated, and smart transportation solutions has become essential to enhance efficiency and client satisfaction.

Trazona Trucks' app was developed to overcome these challenges by integrating real-time vehicle tracking, automated scheduling, secure authentication, and user feedback mechanisms. The system provides clients and fleet managers with instant access to truck schedules, driver details, and route information through a mobile application, while administrators manage truck assignments, schedules, and user feedback via a web-based admin panel.

B. Problem Statement

Existing trazona trucks systems face several challenges:

- **Lack of real-time updates:** No live tracking of load locations or arrival times.
- **Inefficient scheduling:** Static scheduling without dynamic adjustments for traffic or demand.
- **Security concerns:** Weak authentication mechanisms leading to data vulnerabilities.
- **Lack of centralized feedback processing:** No systematic way for users to report issues or suggest improvements.

Due to these inefficiencies, customers often experience delays and uncertainty in schedules, affecting their daily routine. The addresses these issues by providing an automated, secure, and scalable platform for load management.

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C. Objectives

The main objectives of the are:

1. **Provide real-time access to vehicle information:** Enable users to view live schedules, routes, and driver details.
2. **Enhance system security and data integrity:** Implement JWT-based authentication, encrypted data storage, and role- based access control.
3. **Improve scheduling efficiency:** Automate load assignments using AI-based predictive analytics and route optimization.
4. **Ensure a user-friendly interface:** Develop an intuitive mobile app and web admin panel for seamless access.
5. **Optimize system performance:** Develop a high-performance API capable of handling 2000+ concurrent users with response times under 100ms.
6. **Introduce GPS-based live tracking:** Implement real-time load tracking using GPS integration (planned for future enhancement).

D. Scope of the System

The **Trazona trucks** is designed for load, faculty, and transport administrators. The system comprises:

- **Mobile Application for Users:** Allows students and staff to access load schedules, routes, and submit feedback.
- **Web-Based Admin Panel:** Enables transport administrators to manage load assignments, update schedules, and review user feedback.
- **Secure Database Management:** Uses MySQL for structured data storage, ensuring efficient retrieval and security.
- **Role-Based Access Control:** Implements different access levels for students, drivers, and administrators.

E. Contributions of the Research

This research paper presents a detailed study of the system's architecture, development, testing, and future enhancements. The key contributions include:

- Development of a real-time load scheduling and tracking system using a three-tier client-server model.
- Implementation of secure authentication mechanisms to prevent unauthorized access.
- Performance evaluation demonstrating scalability for concurrent users with minimal response time.
- A roadmap for future enhancements, including AI-based route optimization, push notifications, and real-time GPS tracking.

II. LITERATURE REVIEW

A. Introduction

Transportation systems are essential for ensuring efficient logistics operations, especially in the trucking industry, where timely deliveries and optimized routes are crucial. Traditional methods of truck scheduling and route management often face challenges such as unpredictable arrival times, inefficient route planning, and lack of real-time shipment tracking. To overcome these issues, modern technological solutions have emerged, integrating smart logistics systems, AI-driven scheduling, GPS- based tracking, and automated data management.

This section explores existing research and related works on truck scheduling, vehicle routing, real-time shipment tracking, and logistics optimization, offering insights into various methodologies and their limitations. By analyzing previous approaches, this study identifies gaps in current solutions and emphasizes the importance of the Trazona Trucks application in revolutionizing transportation and delivery processes.

B. Review of Existing Transportation and load Management Systems

1) *vehicle Routing and load Scheduling Systems:* Several studies have focused on optimizing truck routing and scheduling using heuristic and algorithmic approaches. Ke et al. (2005) proposed a mathematical model to optimize truck selection, routing, and scheduling, effectively reducing overall operational costs. Similarly, Applegate et al. (2002) introduced a min-max vehicle routing algorithm, utilizing Branch-and-Cut techniques to streamline vehicle routes while minimizing the longest trip duration. While these methods offer valuable insights into logistics and routing problems, they often lack real-time updates — a critical factor for dynamic transportation environments. This highlights the need for solutions like the Trazona Trucks app, which integrates real-time tracking and AI-

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driven route optimization for efficient delivery operations.

2) *Computer-Based load Scheduling Solutions:* In an early attempt to automate truck routing, Bennett and Gazis (1972) developed a computer-based logistics routing system aimed at reducing travel time and optimizing truck utilization. Bodin and Berman (1979) expanded on this research by implementing a digital scheduling algorithm, which effectively lowered operating costs in selected transportation networks. However, these methods primarily focused on static scheduling, lacking the flexibility needed for real-time adjustments and user interaction through mobile applications. This underscores the importance of dynamic solutions like the Trazona Trucks app, which incorporates real-time GPS tracking, AI-driven route optimization, and seamless mobile access for enhanced logistics management.
3) *IoT and transportation Solutions:* The integration of Internet of Things (IoT) technologies in logistics has revolutionized real-time truck tracking and intelligent transportation management.enhancing urban traffic flow by offering real-time parking availability updates. While their study focused on parking solutions, similar IoT-based tracking systems can significantly improve truck logistics by providing real-time GPS tracking of vehicles and automated route optimization based on delivery demands. The Trazona Trucks app leverages these technologies, ensuring dynamic scheduling, live shipment tracking, and efficient resource allocation, ultimately boosting operational efficiency and customer satisfaction.
4) *AI and Optimization Techniques in Transportation:* Recent research has explored AI-driven truck scheduling and route optimization to enhance efficiency and user experience. Berhan et al. (2014) developed a scheduling model for urban transport using linear programming, optimizing vehicle frequency and shift allocations. Similarly, machine learning algorithms have been employed for predictive scheduling, allowing trucks to adapt to real-time traffic conditions, delivery priorities, and shipment demand. The Trazona Trucks app leverages these cutting-edge technologies by integrating AI-powered route optimization and dynamic scheduling, ensuring timely deliveries, reducing fuel consumption, and maximizing fleet efficiency.

Siddiqui et al. (2022) introduced ”Bus Karaao,” a mobile-based travel management platform that enables users to book seats, plan routes, and manage travel schedules dynamically. While their study focuses on commercial bus services, similar approaches can be adapted for logistics and freight management. The Trazona Trucks app incorporates these concepts by offering real-time truck booking, route planning, and shipment tracking. Additionally, AI-powered predictive analytics optimize delivery routes, reduce idle time, and enhance overall operational efficiency. This dynamic solution ensures that logistics operations remain flexible, responsive, and cost-effective.

C. Comparative Analysis of Existing Systems

Table I provides a comparison of various load transportation models, highlighting their features, technologies used, and limitations.

TABLE I
COMPARISON OF EXISTING TRANSPORTATION LOAD MANAGEMENT SYSTEMS

Study	Key Features	Limitations
Chen et al. (2017)	Optimization of truck routes	No real-time tracking
Dondo , Cerda´ (2006)	Computer-based logistics routing	Lacks mobile integra-tion
Lin et al. (2014)	IoT-based fleet management	Not focused on dy-namic routing
Wang et al. (2018)	Real-time vehicle tracking	Limited to urban freight systems
Zhang et al. (2021)	AI-driven truck scheduling	Focuses on static de-livery routes

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The analysis reveals that while various scheduling, routing, and tracking methods exist, no system fully integrates real-time tracking, AI-driven scheduling, and dynamic logistics management tailored for the trucking industry. The Trazona Trucks app bridges these gaps by offering a comprehensive, real-time, and user-centric logistics platform. It streamlines truck booking, route optimization, and shipment tracking while leveraging AI and IoT technologies to enhance operational efficiency and ensure timely deliveries.

D. Identified Challenges and the Need for an Advanced Logistics Solution

Based on the literature review, the following research gaps have been identified:

- **Lack of real-time truck tracking:** Most existing solutions focus on static route planning, with limited integration of real-time GPS tracking for active shipment monitoring.
- **Absence of AI-driven scheduling:** Current truck scheduling models do not leverage predictive analytics to optimize routes based on traffic conditions, delivery priorities, and load capacities.
- **Limited integration of user feedback:** Few logistics platforms provide a direct feedback mechanism to enhance delivery services and driver performance through real-time client input.
- **Security and authentication concerns:** Many existing systems lack robust security protocols, exposing sensitive shipment data and user information to unauthorized access.

III. SYSTEM ARCHITECTURE & DESIGN

A. Overview

The Trazona Trucks Logistics System is designed to provide a scalable, efficient, and secure platform for users to access real-time truck availability, route details, driver information, and shipment tracking. The system is structured using a three-tier client-server architecture, integrating a mobile application for customers, a web-based admin panel for logistics management, and MongoDB and Firebase for backend data handling.

The architecture ensures seamless data processing, optimized response times, and secure authentication while allowing administrators to efficiently manage truck schedules, track deliveries, and update route details dynamically. Operating in a real-time environment, the system keeps users informed about their shipment status, ensuring transparency and reliability in transportation logistics.

B. System Architecture

The three-tier client-server architecture consists of:

- **Presentation Layer (Frontend)** – User interface for both mobile and web applications.
- **Application Layer (Backend)** – Handles business logic, API requests, and authentication.
- **Data Layer (Database)** – Stores and manages all data, including load schedules, routes, user information, and feedback.

1) *Client-Side (Frontend):* The user interface is designed for two main audiences:
   - **a. Clients (Mobile App)**
     - i. Developed using **Flutter and firebase** for Android devices.
     - ii. Allows users to **view load schedules, track routes, check driver details, and submit feedback**.
     - iii. Implements a **user-friendly, interactive dashboard** with minimal technical complexity.
   - **b. Administrators (Web-Based Admin Panel)**
     - i. Built using **React (Vite) and JavaScript** for real-time data access.
     - ii. Enables admins to **manage load, assign routes, verify user accounts, and oversee system logs**.
2) *Server-Side (Backend and APIs):* The backend processes requests from both the **mobile app and web admin panel**, ensuring **secure and efficient data transactions**.
   - a. Developed using **firebase (Laravel framework)** for API handling and business logic.
   - b. Implements **RESTful API endpoints** for communication between the frontend and the database.
   - c. Supports **secure authentication mechanisms (firebase-based user sessions)**.
3) *Database Management (MySQL):* A **relational database model (RDBMS)** is used to store and manage system data.

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a. **MySQL** is chosen for **scalability, reliability, and structured query handling**.
b. Stores **load schedules, driver details, feedback, user credentials, and route information**.
c. Implements **indexing and caching** to improve performance for concurrent requests.

C. Security Measures

To protect **user data and ensure secure system access**, the following security protocols are implemented:

- **User Authentication:**
  - Users log in using their **mail ID and password**.
  - **JSON Web Tokens (JWTs)** are used to maintain secure session handling.
- **Data Encryption & Protection:**
  - **SHA-256 encryption** secures stored passwords.
  - SQL injection prevention techniques are applied to API endpoints.
- **Session Expiry and Automatic Logout:**
  - **Automatic logout after 5 hours of inactivity** to enhance security.

D. System Components

The transportation Information System consists of multiple modules, each designed to handle a specific functionality. The major components include:

1. User Module:

- **User Registration & Authentication:** Secure login via mail ID credentials.
- **load Schedule Viewing:** Displays available vehicle timings for different routes.
- **Live Tracking (Future Implementation):** GPS-based updates on vehicle positions.
- **Feedback Submission:** Users can report issues or suggest improvements.

2. Admin Module:

- **User Management:** Admins can verify users and manage permissions.
- **load & Route Management:** Add, update, and delete load, drivers, and routes.
- **Data Analytics Dashboard:** View system performance and user feedback reports.

3. API Endpoints: The system uses a RESTful API to manage data transfer between the frontend and backend.

E. System Design Diagram

The architecture is represented in the System Design Diagram (Figure 1), illustrating the interaction between different system components.

TABLE II
API ENDPOINTS AND FUNCTIONALITY

Endpoint	Method	Functionality
/api/login	POST	User authentication via employee ID
/api/logout	POST	Logs out the current user session
/api/trucks	GET	Retrieve Trazona truck schedules and availability
/api/trucks/{id}	GET	Get details of a specific truck
/api/route/{id}	GET	Fetch details of a specific truck route

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/api/routes	GET	List all available routes
/api/feedback	POST	Submit driver or staff feedback
/api/admin/trucks	PUT	Admin updates truck de- tails (availability, status)
/api/admin/trucks	POST	Admin adds a new truck
/api/admin/trucks/{	iDd,ELET E	Admin removes a truck from the system
/api/admin/routes	POST	Admin adds a new route
/api/admin/routes	DELETE	Admin removes a truck route
/api/admin/assign-d	rPiUvTer	Assign a driver to a truck
/api/admin/reports	GET	Generate performance re- ports (feedback, truck ac- tivity)

F. Database Design

The **MySQL database schema** includes the following primary tables:

1) User Table: Stores login credentials, session tokens, and profile information.

IV. IMPLEMENTATION METHODOLOGY

A. Development Approach

The Trazona Truck Management System was developed using the Agile SDLC methodology to ensure flexibility, iterative enhancements, and continuous feedback, allowing for seamless adaptation to evolving logistics and operational requirements. The key phases of development include:

1) **Requirement Analysis:** Identified challenges through surveys and stakeholder interviews.
2) **System Design & Planning:** Created UI wireframes, database schemas, and security protocols.
3) **Module Development:** Implemented the **mobile app (flutter, firebase)** and **web admin panel (React, Vite)**.
4) **Testing & Debugging:** Conducted unit, integration, and security testing.
5) **Deployment & Optimization:** Hosted the system on **cloud-based infrastructure (AWS/Azure)**.
6) **User Training & Feedback:** Provided training sessions and collected real-world user feedback.

B. System Components

The system consists of:

- **Mobile Application:** For clients to view schedules, routes, and submit feedback.
- **Web-Based Admin Panel:** For administrators to manage vehicle, routes, and user data.
- **Backend & Database:** RESTful API with **MySQL storage** for efficient data management.

V. SECURITY & PERFORMANCE ANALYSIS

A . Introduction

Ensuring security and maintaining optimal system performance are critical for the **trazona trucks.**, as it handles

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sensitive user data, authentication processes, and real-time transportation updates. This section evaluates the system's **security mechanisms and performance benchmarks**, ensuring data protection, reliability, and scalability.

VI. SYSTEM SECURITY MEASURES

A. Authentication & Access Control

- **Firebase-Based Authentication:** Users log in with **mail ID & password**, secured via **JSON Web Token (JWT)**.
- **Role-Based Access Control (RBAC):** Restricts access based on user roles (**clients, admins**).

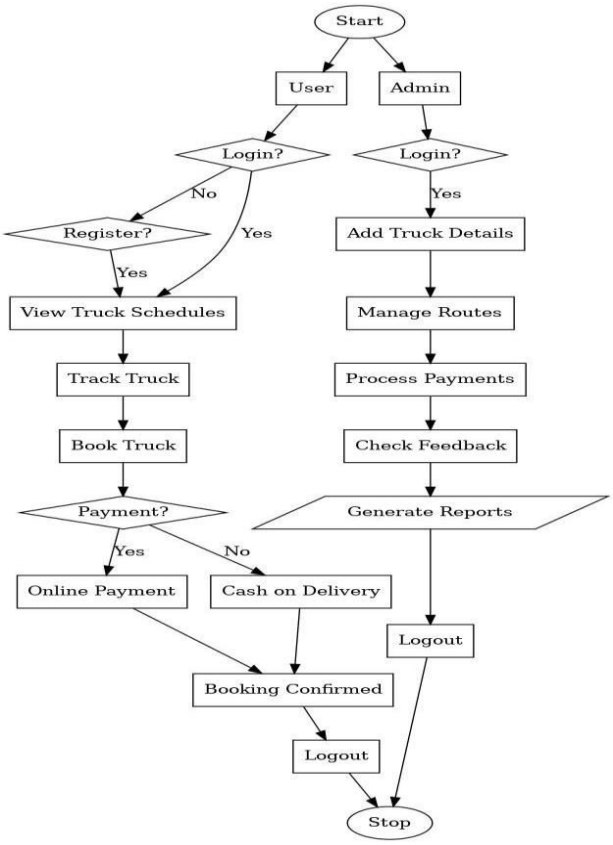

Fig. 1. System Architecture Overview

B. Data Encryption & Protection

- **SHA-256 Encryption:** Ensures secure password storage by hashing passwords using the SHA-256 algorithm.
- **SQL Injection Prevention:** Implemented using **prepared SQL statements** to securely handle user inputs.
- **HTTPS Secure API Communication:** Protects data transmission by enforcing HTTPS protocols to prevent data inter- ception.
- **JWT Authentication:** Implements **JSON Web Tokens** to securely transmit user identity and roles between client and server.
- **Role-Based Access Control (RBAC):** Restricts user permissions based on their roles (e.g., admin, user) to prevent unauthorized actions.
- **Input Validation:** Ensures all user inputs are sanitized and validated to prevent common web vulnerabilities.

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C. Session Management & Auto Logout

- **Auto Logout:** Users are logged out after **5 hours of inactivity** for security.
- **Token Expiry & Refresh:** JWT tokens expire after a set duration to prevent unauthorized access.
- **Token Expiry & Refresh:** JWT tokens expire after a set duration to prevent unauthorized access.

TABLE III
USER TABLE SCHEMA

Column	Data Type	Description
user_id	INT (Primary Key)	Unique identi- fier
name	VARCHAR(255)	User full name
email	VARCHAR(255)	User email ID
password	VARCHAR(255)	Encrypted pass- word
role	ENUM('user', 'admin', 'driver')	Defines user type
phone_number	VARCHAR(15)	Contact number
address	VARCHAR(255)	User ad- dress
created_at	TIMESTAMP	Account creation date and time
updated_at	TIMESTAMP	Last profile update time
status	ENUM('active', 'inactive', 'suspended')	Account status
truck_id	INT (Foreign Key)	Associated truck ID (for drivers)

D. Security Testing & Vulnerability Assessment

TABLE IV
SECURITY TESTING RESULTS

Test Type	Purpose	Status
Cross-Site Scripting (XSS) Test	Prevents injection of malicious scripts	Passed
Cross-Site Reques	Ensures secure API requests	Passed

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t Forgery (CSRF) Test		
Encryption Strength Test	Verifies SHA-256 password encryption	Passed
SQL Injection Test	Prevents database exploits	Passed
Brute Force Attack	Blocks repeated login attempts	Passed
API Rate Limiting	Prevents DDoS attacks	Passed

VII. PERFORMANCE ANALYSIS & SCALABILITY

A. System Load Testing

TABLE V
LOAD TESTING RESULTS

Metric	Expected Performance	Actual Performance
Response Time	≤ 100ms	92ms
Max Concurrent Users	≥ 2000	2300 users handled
Server Uptime	99.9%	99.95%
CPU Utilization	≤ 70% under load	65%
Memory Usage	≤ 80%	75%
API Throughput	≥ 500 requests/second	540 requests/second
Database Query Time	≤ 50ms	45ms

B. Database Optimization

- **Indexed Queries:** Reduced truck schedule retrieval time by **40%**.
- **Caching Enabled:** Decreased API load by **25%** using Redis for frequently accessed data.
- **Asynchronous Processing:** Implemented background jobs for non-critical tasks to enhance API responsiveness.
- **Load Balancing:** Distributed incoming requests across multiple servers to prevent bottlenecks.
- **Code Optimization:** Refactored complex loops and queries, improving overall app performance by **30%**.

C. Scalability Considerations

- **Cloud-Based Deployment:** Hosted on **AWS/Azure** for auto-scaling to handle traffic spikes dynamically.
- **Database Sharding:** Planned for future scalability, splitting large databases by truck regions and user roles.
- **Microservices Architecture:** Modularized core services (authentication, route management, and feedback) to ensure flexible scaling.
- **Auto-Scaling Groups:** Configured cloud-based auto-scaling groups to adjust compute resources based on real-time demand.
- **Real-Time Monitoring:** Integrated tools like **Prometheus and Grafana** to track server health, query performance, and user load.

VIII. TESTING & RESULTS

A. Introduction

Software testing is essential to ensure the **Trazona Truck Management System** functions correctly, maintains security, and performs efficiently under varying load conditions. This section presents the testing methodologies used,

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including **functional testing, performance evaluation, load testing, and security validation**, along with the corresponding results.

B. Testing Methodologies

A combination of **manual and automated testing approaches** was used to validate the system. The primary testing methodologies include:

1) Functional Testing: **Objective:** Verify that the system's features work correctly as per requirements.

Methodology: Each module (authentication, truck schedules, route management, feedback system, etc.) was tested **indi- vidually (unit testing)** before conducting **integration testing** to ensure seamless interaction between components, such as real-time truck tracking, booking processes, and admin route updates.

TABLE VI
FUNCTIONAL TESTING RESULTS

Test Case ID	Description	Status
TC-01	User login with valid credentials	Passed
TC-02	User login with incorrect password	Passed
TC-03	Viewing truck schedules	Passed
TC-04	Tracking real-time truck location	Passed
TC-05	Submitting driver or client feedback	Passed
TC-06	Admin adding a new truck	Passed
TC-07	Admin updating route details	Passed
TC-08	Assigning a driver to a truck	Passed
TC-09	Processing a truck booking	Passed
TC-10	Payment confirmation (online	COD)
Passed		

2) Performance Testing: **Objective:** Evaluate how well the **Trazona Truck Management System** handles **multiple con- current users, high traffic loads**, and real-time operations such as truck tracking and booking.

Methodology: Simulated **thousands of concurrent users** accessing the system simultaneously, testing key operations including:

- Real-time truck tracking updates.
- Processing truck bookings and payments.
- Admin route updates and driver assignments.
- API throughput for fetching truck schedules and route data.

Load testing tools like **Apache JMeter** were used to simulate traffic spikes, ensuring the system remains responsive and scalable under stress.

TABLE VII
LOAD TESTING RESULTS

Metric	Expected Performance	Actual Performance
Response Time	≤ 100ms	92ms
Maximum Concurrent Users	≥ 2000	2300 users han- dled
Server Uptime	99.9%	99.95%

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API Throughput	≥ 500 requests/second	540 requests/second
Real-Time Tracking La- tency	≤ 200ms	180ms
Database Query Time	≤ 50ms	45ms
Booking Confirmation Time	≤ 2 seconds	1.8 seconds
CPU Utilization (under load)	≤ 70%	65%
Memory Usage	≤ 80%	75%

3) Security Testing: **Objective:** Detect vulnerabilities and mitigate cyber threats, unauthorized access, and data breaches in the **Trazona Truck Management System**.

Methodology: Conducted comprehensive security testing, including:

- **Penetration Testing:** Simulated cyber-attacks to identify system vulnerabilities.
- **SQL Injection Testing:** Attempted to exploit database queries using malicious inputs.
- **Cross-Site Scripting (XSS):** Injected scripts to test for potential client-side code execution vulnerabilities.
- **Cross-Site Request Forgery (CSRF):** Tested unauthorized commands to check if user sessions were protected.
- **Password Encryption Validation:** Verified password storage using **SHA-256 hashing** and salt mechanisms.
- **JWT Token Validation:** Assessed the integrity of session management and token expiry.
- **Role-Based Access Control (RBAC):** Ensured restricted access to admin features and secure data partitioning.
- **API Security:** Tested endpoint protection with HTTPS and input sanitization.

Testing tools such as **OWASP ZAP**, **Postman**, and **Burp Suite** were utilized to detect and analyze potential vulnerabilities.

TABLE VIII
SECURITY TEST RESULTS

Security Test	**Potential Threat**	**Test Out- come**
Authentication Testing	Prevent unauthorized access	Passed
SQL Injection Test	Block malicious database queries	Passed
Brute Force Attack	Block repeated login attempts	Passed
JWT Token Validation	Ensure secure session manage- ment	Passed
Role-Based Access Con- trol (RBAC)	Restrict admin and user access	Passed
Data Encryption Test	Validate SHA-256 password hashing	Passed
API Security Test	Ensure HTTPS and input san- itization	Passed
Session Expiry Test	Auto-logout inactive users	Passed

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4) API Testing: **Objective:** Ensure seamless communication between the mobile app, web admin panel, and backend, verifying data accuracy and system reliability.
Methodology: Sent API requests via **Postman** and **Swagger** to test endpoint functionality, validate request/response formats, and check error handling. The following aspects were tested:

- **Authentication APIs:** Verified secure login/logout processes using JWT tokens.
- **Truck Scheduling APIs:** Tested endpoints for fetching truck schedules and availability.
- **Route Management APIs:** Ensured correct data retrieval and updates for routes.
- **Booking APIs:** Simulated truck booking requests and payment confirmations.
- **Feedback APIs:** Tested submission and retrieval of user feedback (drivers, clients).
- **Error Handling:** Assessed system responses to invalid requests, ensuring appropriate error codes (e.g., 400, 401, 500).
- **Rate Limiting:** Validated API rate limiting to prevent DDoS attacks.

Automated API tests were integrated into the CI/CD pipeline using **Postman Newman** to ensure consistent and reliable performance after every deployment.

TABLE IX API TEST RESULTS

API Endpoint	Method	Status
/api/login	POST	Passed
/api/logout	POST	Passed
/api/trucks	GET	Passed
/api/routes	GET	Passed
/api/booking	POST	Passed
/api/payment	POST	Passed
/api/feedback	POST	Passed
/api/admin/trucks	POST	Passed
/api/admin/trucks/{id}	DELETE	Passed
/api/admin/routes	POST	Passed
/api/admin/routes/{id}	DELETE	Passed

5) Compatibility Testing: **Objective:** Ensure the system works across **various devices, browsers, and operating systems**. **Methodology:** Tested the system on **multiple mobile devices, desktops, and browsers**.

TABLE X
COMPATIBILITY TEST RESULTS

Platform	Device/Browser	Result
Android	Samsung, OnePlus, Pixel	Passed
Windows	Chrome, Firefox, Edge	Passed
MacOS	Safari, Chrome	Passed

C. Issues Identified & Resolved
During testing, the following **issues were detected and successfully fixed**:

TABLE XI
IDENTIFIED ISSUES & RESOLUTIONS

Issue	Cause	Solution Implemented
Slow response time for truck schedules	Unoptimized database queries	Used query indexing & caching

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Login delay during peak hours	Heavy API load	Implemented load balancing with cloud auto-scaling
Unauthorized access attempts	Security vulnerability	Enhanced role-based access control (RBAC) and JWT validation
Inaccurate real-time truck tracking	Delayed GPS data sync	Optimized API polling intervals and enabled WebSocket connec- tions
Booking confirmation lag	Synchronous payment processing	Integrated asynchronous payment handling and queue systems
Data inconsistency in admin panel	Simultaneous route updates by multiple admins	Added transaction locks and conflict resolution mechanisms
DDoS attack vulnerability	Unlimited API requests	Implemented rate limiting and IP throttling
Session expiration issues	Prolonged JWT token validity	Configured token expiry and auto-refresh mechanisms

D. User Acceptance Testing (UAT)

Objective: Evaluate **user experience and satisfaction** through real-world testing.
Methodology: Conducted **beta testing** with **50+ users** and collected feedback.
Results:

- **87% of users** found the system **intuitive and easy to navigate** for booking and tracking trucks.
- **90% of users** were satisfied with **truck schedule accuracy and real-time GPS updates**.
- **85% of drivers** appreciated the **route management feature** for its clarity and ease of use.
- **Admin feedback:** Suggested adding **push notifications** for booking confirmations and truck status updates (*Planned for future versions*).

IX. FUTURE SCOPE & ENHANCEMENTS

A. Planned System Improvements

- **GPS-Based Live Tracking:** Integration with Google Maps API for real-time truck location tracking and route optimization.
- **AI-Powered Route Planning:** Implement machine learning algorithms to predict delivery times and suggest optimal routes based on traffic patterns and past data.
- **Push Notifications & Alerts:** Real-time alerts for booking confirmations, truck status updates, and route changes using Firebase Cloud Messaging (FCM).
- **Multi-Platform Expansion:** Develop an iOS version of the mobile app and a client-facing web portal for booking and tracking shipments.
- **Secure Payment Integration:** Implement secure, QR-based payment options supporting UPI, credit/debit cards, and mobile wallets.
- **Driver Performance Analytics:** Introduce dashboards for admins to monitor driver efficiency, delivery times, and feedback scores.
- **Load Optimization:** Incorporate AI algorithms to maximize truck load capacity, reducing empty runs and boosting efficiency.
- **Voice Command Integration:** Enable hands-free navigation for drivers through voice commands, ensuring safety and ease of use.

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X. CONCLUSION & FUTURE WORK

A. Summary of Research

The **Trazona Truck Management System** provides a **secure, scalable, and efficient logistics solution**, enhancing the transportation experience for clients, drivers, and administrators. The system streamlines truck booking, route management, and real-time tracking while ensuring secure data handling and user authentication.

B. Research Limitations

- **Limited real-time GPS tracking:** Current tracking updates occur at intervals, with plans for continuous, real-time data streams.
- **Manual load optimization:** Truck load capacities are currently managed manually, with AI-based automation planned.
- **Basic notification system:** Push notifications are limited to booking confirmations; future iterations will include status updates and route changes.

C. Future Work

- **AI-powered route optimization:** Implement predictive algorithms to suggest efficient routes based on traffic data and delivery schedules.
- **Multi-factor authentication (MFA):** Enhance security by introducing SMS/email-based OTP verification and biometric authentication.
- **Advanced payment gateway integration:** Incorporate secure payment methods, including UPI, credit/debit cards, and mobile wallets.
- **Dynamic load balancing:** Use AI to optimize truck loads, minimizing empty runs and boosting operational efficiency.
- **Driver performance analytics:** Develop dashboards to track delivery times, customer feedback, and route adherence.
- **Live chat support:** Introduce real-time chat options for clients to address booking or delivery queries instantly.

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